



Client Care

Our approach to looking after our clients is how we distinguish ourselves from other insurance intermediaries and we'd like to think that the care we take will be one of the reasons you decide to remain as our client for years to come.

Clients entrusting their insurances to us can expect:-

Service

- ③ Your insurance needs will determine the tailoring of our services,
- ③ Building a sound understanding of your business insurance needs is a key aim for us,
- ③ Our Terms of Business ("TOBA") can be downloaded from our web site and a copy will be given to you during our discussions in setting up your insurances,
- ③ We will tell you whether our quotations are based on a fair analysis of the market, discussions with a limited number of insurers, or a single insurer where this is most appropriate,
- ③ You will be kept advised of any significant milestones whilst your service needs are in progress,
- ③ The names and contact details of your insurance team will be advised to you are considering your quotation,
- ③ We will keep you informed of the range of services we provide.

Telephone contact

- ③ All calls returned *within the working day or if this is not possible the following day,*
- ③ Actions required *after the telephone call will be completed in a timescale appropriate to the issue.*

Other communication goals

- ③ Important action required with insurers or other relevant parties – *immediate,*
- ③ Routine queries or enquiries – *answer to client within 2 working days,*
- ③ Complex enquiries – *answer to client within 5 working days*
- ③ Claims notification and developments – *acknowledgement to client within 1 working day, passed to Insurers in a maximum of 2 working days with draft responses and other post presented to Insurers in a maximum of 5 working days. Responses from Insurers processed within 5 days unless urgent*
- ③ Fulfilment documentation – *cover confirmation sent within 5 working days of instructions from client. Insurer generated documents to be checked and forwarded with 5 working days of receipt. Policy documents to be forwarded within 21 working days of inception/ renewal.*

If we fail to meet your expectations

If you are unhappy with any aspect of our service, please speak directly to your NTEGRITY contact and we will do our best to settle any problems quickly and to your satisfaction.

If you are still unhappy, contact our compliance officer or managing director on 0845 638 3273 who will investigate and respond within 24 hours. We operate under the authorisation of the Financial Services Authority ("FSA") with a documented complaint handling process and details will be provided on request to anyone wishing to make use of this.

We want to know what you think

Your views matter, so please don't hesitate to call or write with any issues that you want to raise.

We conduct customer surveys to ensure that we perform as you expect.

Thank you for your business.

To contact us

NTEGRITY Insurance Solutions Limited
Vallon House,
Vantage Court Office Park,
Old Gloucester Road,
Bristol BS16 1GW

Tel 0845 638 3273
Fax 0845 638 3274
Email enquiries@ntegrity.co.uk