



CUSTOMER CARE CHARTER



Our mission is your satisfaction:-

We act for you, not Insurers. The needs of our customers are the starting point for our services, from initial product design and development, to marketing and acquiring customers, through to daily services including our claims support. Understanding our customers is central to helping us to deliver our goal of continuous improvement in all that we do.

NTEGRITY seeks to earn *long term customer loyalty* from thoughtfully *tailored* risk solutions *imaginatively* designed and *exceptionally* delivered by a *passionately customer centred team*, respected and *influential with insurers* for its *real understanding* of customer's needs.

All customers of NTEGRITY can expect the following:-

General

- ☞ To be treated fairly and in a friendly manner at all times.
- ☞ A flexible, tailored approach to your needs and unique circumstances.
- ☞ Our Terms of Business Agreement ("TOBA") will be provided to you before you accept any offer.
- ☞ We will advise you whether our services have been provided to you on the basis of a fair analysis of the entire market, discussions with a limited number of insurers, or a quote provided from a single insurer.
- ☞ To be made aware of the services we provide.
- ☞ Customer meetings at NTEGRITY offices will be conducted in a private meeting room.
- ☞ We will ensure you are kept informed of progress while your requirements are being handled.

Response times

- ☞ Routine queries or enquiries – answer to customer by the following working day.
- ☞ Complex enquiries – answer to customer within 5 working days.
- ☞ Claims notification and developments – acknowledgement by the day following receipt.
- ☞ Draft responses to claimant letters – Insurer approval confirmed within 5 working days unless urgency demands priority escalation.
- ☞ Cover confirmation documentation – cover confirmation sent within 5 working days of instructions. Insurer documents will be checked and forwarded with 5 working days of receipt. Policy documents forwarded to customer within 21 working days of policy inception or renewal.
- ☞ Where delays are unavoidable – an acknowledgement will sent explaining why.
- ☞ Telephone calls - our target is to answer all incoming calls within three rings.
- ☞ Callbacks - All calls will be returned within the same day or the day following at the latest.
- ☞ Out of hours - Lines are forwarded onto individual mobiles.

If we fail to meet your expectations,

Firstly we apologise, and then seek to resolve your issues, learning from the matter to avoid it repeating in the future.

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, you can contact our Compliance Director or Managing Director who will investigate and respond within one working day. We are authorised by the Financial Services Authority ("FSA") and have a documented complaint handling process which will be provided on request to anyone wishing to make use of this.

We want to know what you think

Your views matter and we conduct regular customer surveys to ensure that we perform as you demand.

Contact NTEGRITY: Tara Price Compliance Director (+44 1454 252 844)
Gary Horswell Managing Director (+44 1454 252 842).

www.ntegrity.co.uk

Call 0845 638 3273