

Client Service Charter

Our Purpose Statement is...

“Dedicated to delivering first class cover, service, broking expertise and value for all your insurance needs”

To achieve our Purpose we place **Treating Customers Fairly** (TCF) in the centre of our culture which is reflected in all our business activities. The following points summarise what we promise to offer **you** as our client:-

For you:

- Identify, understand and provide solutions for all **your** insurance needs.
- Act for **you** solely as **your** Insurance Broker.
- Stand by **your** side when **you** need to claim
- Have an experienced and professional team ready to deal with **you**.
- Be open, honest and respectful with **you** in all of our dealings.
- Communicate in an open manner and provide **you** with prompt, clear, precise and relevant supporting documentation.

Our business practice:

- Conduct an ongoing review of how we manage our business to ensure we are treating **you** fairly.
- Be open and honest in all of our dealings with **your** Insurers.
- Ensure that all external and internal communication with **your** Insurers provider is of the highest possible standard.
- To only use those Insurers who we consider meet the quality, security and claim settlement standards **you** deserve.

If you ever consider that our performance and/or our treatment of **you** and **your** requirements falls short of the promises stated in this Charter, **please contact me personally.**



Julie Thurlow
Director

01482 323424
julie@hinks.co.uk