**CLAIMS’ CHARTER**

We guarantee our clients that all our claims' executives are highly experienced and are specialised to deal with the many different types of commercial insurance claims. We work closely with all our customers, on a wide range of issues, to not only manage current claims but to ultimately avoid any future claims.

By thoroughly understanding our clients and how their business operates this allows us to effectively predict how a claim will progress which, in turn, achieves swift and highly successful settlements.

Our ongoing aim is to give you, our client, complete reassurance that we will successfully manage your claim. We will be meticulous in the co-ordination of all parties involved and will ensure that we achieve the best possible outcome for all our clients.

**VALUES**

We will keep you continuously updated on the progress of your claim

We will actively encourage client participation throughout the claims’ process

We will explain, in detail, the rationale behind all decisions and claims' settlements

**ACCOUNTABILITY**

We will remain fully committed to all our clients

We will take full responsibility for all our decisions

We expect you, the client, to be our harshest critic

We are happy to take ownership of all your claims' concerns

**INTEGRITY**

We are and always will be open, honest and transparent with all our clients

We work to the highest professional and ethical standards

**PASSION**

We guarantee an excellent service

We are reliable, trustworthy and unfailing in our approach in dealing with your claims

Finally, we guarantee that our carefully selected insurance partners also work to the same excellent standards