



## The Terms on which we like to do Business

To be effective, we believe that professional relationships need to be based on mutual trust, mutual support, mutual respect and mutual integrity. As a result we only work with clients who share our belief in the importance of these four factors.

In practice that means that:

### We will always...

Do everything in our power to:

- Keep you fully informed about what's happening on your affairs, and complete every task on or ahead of time - so that you never have to chase us
- Operate on the principle that a problem isn't solved, or a piece of work finished, until you are 100% delighted
- We will do our utmost to reply to every telephone message the day you call us – and most usually within 90 minutes or sooner where possible.
- Reply to every letter within 5 days or sooner if the matter is urgent
- Maintain the high standards of integrity, honesty, openness, professionalism and confidentiality that you rightly expect from us
- Refer our network of contacts to you where we believe they could benefit from your products and services
- Always be on the lookout for new developments in the market that could help you achieve better value insurance products
- And do what we say we are going to do, when we say we are going to do it

### And all we ask is that *You* will always...

Do everything in your power to:

Maintain the high standards of integrity, honesty and openness that we rightly expect from each other

- Pay our invoices on the due date – we have a range of easy payment options (cash, cheque, credit card and finance)
- Tell us immediately if we do any thing that you are in any way unhappy with.
- Provide us with any information and answers we need to carry out our work - within the mutually agreed timescales.

Signed: .....

Date: .....

Signed: .....

Date: .....