

CUSTOMER CHARTER

GREENFIELD INSURANCE SERVICES

is proud of its status as an Independent Insurance Broker & its established position in the regional insurance market.

As a result of this, we are pleased to pledge to you the levels of service as set out in our Customer Charter.

- We will advise on the cover best suited to your needs and circumstances.
- We will handpick the best policy to meet your needs and requirements.
- We will explain in plain English what the policy covers and options available to you.
- We will ensure that you are made aware of any policy restrictions, excesses & theft protection requirements as applicable.
- We will issue documentary evidence of cover provided, immediately cover is arranged or an adjustment made to a policy, within 48 hours of your instructions.
- We will not operate in a call centre environment. You will deal with your own dedicated account handler.
- We will advise you and explain fully on claim procedures and assist on negotiations should it prove necessary.
- We will ensure our staff are fully trained under our continuous professional development programme.
- We will guarantee that all client monies are kept in a non-statutory trust client account jointly with Broker Network Ltd.
- We will guarantee that your interest will always be our first priority.



James Mant



Stephen Greenfield