



**SERVICE LEVEL STANDARDS  
PROMISED TO CLIENT**

SERVICE	ACTION PROMISED
<b>Program renewal</b>	<ul style="list-style-type: none"> <li>▪ Undertake pre-renewal review meeting 45 to 60 days before renewal</li> <li>▪ Gather information 45 days before renewal</li> <li>▪ Prepare insurance specification 30 days before renewal for submission to potential underwriters.</li> <li>▪ Review and approval of specification 30 days before renewal</li> <li>▪ Once insurer’s terms are received, we will be able to revert within 3 working days with analysis / recommendation.</li> <li>▪ Place 100% cover prior to inception.</li> <li>▪ Confirm placement prior to inception.</li> </ul>
<b>Claims review meetings</b>	<ul style="list-style-type: none"> <li>▪ Quarterly or as may be agreed with you.</li> </ul>
<b>Return telephone call</b>	Within 24 hours
<b>Return important e-mail message</b>	Within 48 hours
<b>Reply to your urgent correspondence</b>	Within 24 hours
<b>Activity</b>	Standard (day = Working day)
<b>Reply to your routine correspondence</b>	Within 72 hours. If a detailed reply cannot be given within this period, we will acknowledge receipt and let you know possible time frame to provide an answer.

SERVICE	ACTION PROMISED
Instruct underwriters of any new or amended cover	Maximum following working day
Issue cover note/invoices for new cover or renewal	Cover note/ invoice within 48 hours.
Issue certificates of insurance	Within 48 hours of cover
Follow up insurer to issue policy documents/endorsements	Within 15 days of receipt of instructions
Statement of account	Monthly
Process general claims correspondence to/from underwriters	Within 48 hours of receipt
Acknowledge complaint	Within 24 hours
Process claims correspondence requiring detailed consideration	Immediately
Major claim incident – client visit, as required	Within 72 hours of notification ( <b>where <u>appointment of LA is required it may take him 1 or 3 days to attend</u></b> )