

**At H&H Insurance Brokers, the quality of service we provide is fundamental.**

**Our client centred approach to service recognises that all of our clients' insurance needs are different.**

**We aim to consistently put our clients first.**

**Our service standards reflect the friendly, caring, helpful and professional approach we aim to provide and that you should rightly expect.**

### **Our commitment to you**

#### **We will:**

- be understanding, polite and helpful.
- make our services easy to understand and to use.
- respond clearly and comprehensively within our published response times.
- provide a quality service in line with our published standards and make improvements by taking into account your feedback.
- make you aware of our standards via our main office, correspondence and on our website.
- provide emergency contact details through our website or alternatively you can speak to your Account Executive

#### **When you telephone us, we will:**

- aim to answer your call within three to five rings.
- provide a voicemail message outside office hours which will give you a direct number for emergencies.

#### **When you give us information, we will:**

- treat it sensitively and in confidence.
- work to make sure the information we hold about you is correct and current.
- only hold information that is important to our work.
- respect your confidentiality; we will not share your information outside the H&H Group of Companies unless we have a legal duty to do so or for the purposes of obtaining quotations from Insurers.

#### **When you want information from us, we will:**

- ensure it is concise and understandable.
- assist with the completion of forms on request.
- write it in plain English, avoid the use of jargon wherever possible.
- provide a Glossary of Insurance Terms to help you understand your policy and insurance contract.

#### **To assist us to provide you with the most efficient service, we ask you to:**

- have any letters or documents which relate to your enquiry easily accessible as we may need reference numbers etc.
- inform us of any changes in your circumstances which may affect any insurance that we provide to you.
- take the time to complete our client satisfaction surveys.

#### **If something goes wrong**

Sometimes things may go wrong. If this happens please tell us! We want to put right any mistakes and with your feedback we are better placed to continually develop and improve our service.

#### **When things go right**

When you are happy with our service we would really appreciate your feedback and if you know someone that would benefit from receiving a similar service, to recommend us to them.