

CUSTOMER SERVICE STANDARDS

Compass Underwriting Limited is a member of the General Insurance Standards Council (GISC). The benefits of dealing with a GISC member are that we promised we will:

- Act fairly and reasonably when dealing with you
- Make sure that all our general insurance services satisfy the requirements of the GISC Private and Commercial Customer Code
- Make sure that all the information we give you is clear, fair and not misleading
- All quotes, queries or letters to be answered within 5-working days.
- Avoid conflicts of interest, or if we cannot avoid this, explain the position fully to you
- Give you enough information and help so you can make an informed decision on behalf of your clients before you give them your final recommendation to buy our insurance(s)
- Confirm your insurance arrangements within 5-working days.
- Make sure that our service meets GISC Standards
- Handle claims fairly and promptly. All claims will be acknowledged within 5-working days and assessed within 21-working days. Monthly continuation claims to be processed within 10-working days of receipt.
- Make sure you receive all the documentation you and your client needs by sending you your client's policy documents within 21-days of receiving all the necessary paperwork.
- Protect any personal information or money that we hold or handle for you
- Handle complaints fairly and promptly and in accordance with the published guidelines.

Compass Underwriting Limited Customer Service team can be reached on **020 7398 0100** at the following times 09:00 – 17:00 Monday to Friday excluding bank holidays.

Alternatively you can contact us by email, london@compassuw.co.uk, fax us on 020 7398 0109, look at www.compassuw.com or write to the following address:

Compass Underwriting Limited
40 Lime Street
London. EC3M 7AW

For more details of the General Insurance Standards Council, including their Private and Commercial Customer Code and a full list of members please visit their web site at www.gisc.co.uk

MEMBER



General Insurance
STANDARDS COUNCIL