

CUSTOMER SERVICE STANDARDS

Compass Underwriting Limited is authorised and regulated by the Financial Services Authority. We therefore promise that we will undertake:

- Act fairly and reasonably when dealing with you
- Make sure that all our general insurance services satisfy the requirements of the Financial Service Authority.
- 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 client's insurance arrangements within 5-working days.
- 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 and payments made within 5-working days from receipt of all necessary and valid information.
- Ensure you receive renewal notices 21-days before expiry.
- Protect any personal information that you give us.
- All monies received by us are as if received by our insurer(s).
- Handle complaints fairly and promptly and in accordance with our published procedures as set out in our policy documents or wordings. Complaints we or the insurer cannot settle may be referred to the Financial Ombudsman Service.

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.

Please note that calls may be monitored or recorded.

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
1-2 Crutched Friars
London. EC3N 2HT

For more details of the Financial Services Authority please visit their web site at www.fsa.gov.uk and for more information about the Financial Ombudsman Service visit their web site at www.financial-ombudsman.org.uk.