

## Service Standards

We have noted below the service standards that TCF Ellis Ltd will ensure are the worst case scenarios throughout your relationship with us. We will tailor all other service standards that are important to you and your business, specifically to your needs & demands and in line with your particular industries requirements.

### **New Business:**

1. Policy documents to be checked and issued within 1 month of receiving a proposal form
2. Employer's liability certificate to be issued within 1 week of the cover attaching
3. Client register to be presented in person or otherwise issued before the cover attaches

### **Administration:**

1. All correspondence received is to be dealt with (wherever possible) the very same day
2. Phone calls returned the same day by the relevant person or colleague in their absence
3. Questionnaires or confirmation of insurance letters to be returned same day completed

### **Claims:**

1. Written acknowledgement of a claim being notified to us within 1 day
2. Relevant person to make contact within 48 hours of the claims notification
3. We will arrange for a prompt inspection of motor vehicles
4. We will arrange for insurers to issue settlement cheques promptly
5. A fully updated claims report available upon a client's request

### **Renewals:**

1. Renewal documentation to be issued within 14 days of renewal
2. Employer's liability certificate within 7 days of renewal
3. Client register to be presented/issued within 1 week of renewal instruction
4. Renewal discussions to commence at least 28 days in advance of renewal date

### **General:**

Key contacts mobile numbers provided for emergency situations