

Service Plan

As part of our commitment to quality we undertake to provide a timely service and avoid any undue delay. The key service standards, are detailed below.

Activity	Standard (day = working day)
Programme review meetings	Dates as agreed, minimum two per annum
Programme renewal:	
1. Pre-renewal review meeting	16 weeks before renewal
2. Information gathering	12 - 16 weeks before renewal
3. Preparation of insurance specification for submission to potential insurers	8 weeks before renewal
4. Review and approval of specifications	8 week before renewal
5. Obtain quotation/negotiate terms and conditions	3 - 8 before renewal
6. Presentation of terms	2 weeks before renewal
7. Agree basis for renewal	2 weeks before renewal
8. Arrange cover	Prior to inception
9. Confirm placement	Prior to inception
Issue confirmation report of meeting	Within 5 days
Issue claims reports	Not less than 6 monthly
Claims review meetings	6 monthly
Confirm complaint procedure	Within 5 days
Return telephone call	Same day
Reply to your routine correspondence	Within 5 days. If a detailed reply cannot be given within the period, an acknowledgement will be sent.
Reply to your urgent correspondence	Within the timescale you specify unless we advise to the contract upon receipt
Instruct insurers of any new or amended cover	Immediately upon receipt of instructions, subject to insurers availability
Issue acknowledgement of new or amended cover	Within 3 days
Request declarations for adjustable policies	Within 60 days of expiry or declaration due date
Issue invoices for new cover or renewal	Within 30 days from cover inception
Issue other invoices	Within 30 days from receipt of documents
Deliver insurance register	Within 60 days of cover inception/renewal
Issue certificates of insurance	Within 5 days of cover inception or to comply with legal requirements
Issue policy documents/endorsements	Within 60 days of receipt
Statement of account	Monthly when necessary
Major claim incident - client visit, as required	Within 48 hours from notification

