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### **WRS Insurance Customer Service Policy Statement**

"Our aim is to provide you, our customer, with a professional and friendly experience, meeting or exceeding your expectations, with each and every transaction. We want your experience with us to be so good that you are happy to refer us to others."

We operate in a competitive environment and we recognise that you have options. If your experience with WRS Insurance meets or exceeded your expectations, then please let us know about it, post in a social media site and share your comments with others.

If however your experience with us has not met your expectations, then please let us know as soon as possible. While we work hard to ensure that you are happy, we may occasionally fall short. If we do, then we ask that you let us know about it, and give us an opportunity to make it right. We hope you find this to be a fair approach.

We're glad you have chosen WRS Insurance Brokers Ltd as your insurance provider and we look forward to a long and mutually beneficial relationship.

### **In arranging and administering your insurance we will:**

- Discuss your insurance requirements with you and use our experience and access to the market place to find a competitive policy which meets your needs;
- Based on our experience, give a personal recommendation of the most suitable policy we have sourced and provide you with clear and comparable information about the cost and cover which this provides;
- Subject to your approval, place cover on your behalf and process your payment; and
- Obtain policy documentation from insurers and check this is accurate and sent to you in good time.

### **Should you need to amend your policy during the period of insurance we will:**

- Take your instructions and confirm details to insurers;
- Obtain terms and highlight any changes in these to you; and
- Obtain amended documentation from insurers and ensure this is correct and sent to you in good time.

### **When your policy is due for renewal we will:**

- Contact you in good time to let you know when your policy is due for renewal;
- Obtain a quotation from your existing insurer, review the terms and highlight any changes;
- Based on our experience of the market place, where appropriate, obtain alternative quotations and give a personal recommendation of the most suitable policy we have sourced along with clear and comparable information about the cost and cover which this provides;
- Renew the policy based on your instructions and process your payment; and
- Obtain policy documentation from insurers and ensure this is correct and sent to you in good time.

### **Often a policy will determine that claims are reported directly to insurers, but we are still on hand to assist. Should you need to make a claim we will:**

- Provide you with guidance on how to make a claim from your insurer;
- Give advice on how to complete the necessary documentation;
- Pass on any requests or payments made by insurers in good time; and
- Where necessary, negotiate with insurers on your behalf;