



willis
& COMPANY

INSURANCE

Client Charter

1. As a local independent insurance broking firm serving the Northern Ireland community for over 30 years we have adopted this client charter which enshrines the basis on which the company was built.
2. Our clients' interests are always paramount. In keeping with the Financial Regulators principles, we seek always to establish the clients' demands & needs and provide the best possible insurance cover match.
3. We will always provide clients with our Terms of Business prior to being engaged by ourselves. We will also advise the client of his right to ask how we are remunerated.
4. We will work in partnership with our clients to understand your business, thereby enabling us to provide a tailored insurance solution which, in most cases, is a mix of competitive premium, Insurer strength, Claims Response and cover specific to your own business requirements.
5. We will assist on the delivery of the insurance promise by working with Insurers and other interested parties to enable speedy settlement of claims.
6. We will act with integrity at all times and build relationships based on trust and openness.
7. Our staff have individual responsibility and clear accountability for all actions.
8. We endeavour to be open and honest in all communications with clients and Insurers
9. We will ensure that our staff are trained and undertake a monitored process of Continued Professional Development. We will also encourage them to undertake their professional insurance examinations and to this end will provide financial assistance.
10. The management of the company will ensure adherence with these principles by conducting a series of internal controls including file monitoring, compliance reviews and one to one meetings with staff.
11. Finally, we always strive to deliver a 'first class' service - queries are answered quickly; Policies and terms are issued to comply with Contract Certainty rules and regulatory compliance is a way of life for Willis & Company

R A Willis
Executive Chairman



Willis & Company (Insurance Brokers) Limited
news-letter building 55-59 donegall street belfast bt1 2fh
telephone 028 9032 9042 facsimile 028 9023 2362 email info@willisinsurance.co.uk www.willisinsurance.co.uk
authorised and Regulated by the Financial Services Authority
Registration No. NI 320004. Registered in Northern Ireland. Registered Office: News-Letter Building, 55-59 Donegall Street, Belfast BT1 2FH

