

Service Level Agreement

Private Client

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MATHEWS
COMFORT
— *est 1851.* —

Mathews Comfort have been associated with the Insurance Industry for over 165 years, our first insurance plan was arranged in 1851. It would be fair to say that outside of London, we would have been at the forefront of Insurance Broking.

With the advent of technology, the modern insurance broking firm is unrecognisable to those early days. The qualities of a successful Insurance Broker are as present today at Mathews Comfort as they were so many years ago.

The key values of our former founders, Trust, Integrity, Service and Commitment to our clients has never changed throughout the years, a key reason why our firm stands successful in the 21st Century.

With these core values in mind, and using the latest technology available to us, it is very clear how Mathews Comfort approaches the broking market, and in turn how we deliver our service to you as our client.

In its simplest form, insurance involves one party (the insured) paying a sum of money (the premium) to another party (the insurer). The insurer takes the risk that in the event of a loss, the insured is compensated. An insurance broker brings the two parties together in the best possible way. As the insured party, you are our client, and we put you at the forefront of this process and the advice we provide. As you might expect, insurance broking is not simple but we have the skills and expertise to ensure your assets are protected in the most appropriate and cost effective way.

As a client of Mathews Comfort, you will expect us to deliver a comprehensive and valued service, in return for the remuneration we receive. This document will outline our Personal Lines Service Level agreement in more detail and clarify what you can expect from us.

Service is of paramount importance to Mathews Comfort and we never lose sight of the fact you are our client. Service can be delivered in a number of ways, and many brokers will claim to offer an excellent service. Whilst this may be true, we take this one stage further and document exactly what you can expect as our client. This way, you understand our approach to broking, and have clear expectations of us as your broker.

This document outlines our Personal Service Level Agreement.

There are a few key areas to insurance broking and the way we will service your account. You may or may not be involved in each section but to summarise, these broadly fall into the following categories:

- Renewal Programme
- Post renewal Programme

Pre Renewal Programme

This is an important part of our service and ensures we can deliver the best possible solution for you, at a competitive cost, with the correct level of cover. At each renewal, we will look to obtain terms from a range of insurers we have at our disposal.

Typically, this will involve:

Activity	Timeframe
Renewal Terms issued	4 – 2 weeks before renewal date
Accept Renewal Terms	Up to 4 weeks before renewal date
Place and / or renew Insurances	Prior to renewal

Post Renewal Programme

We have now completed a successful renewal programme and you are set up for the coming year. Due to the nature of insurance, it is difficult to know what work will be required over the period.

Initially, we will:

Activity	Timeframe
Issue confirmation of Policies	Typically within 1 month of renewal
Statement of Account and Payment	Typically no more than 1 month of renewal

We are here for your insurance needs throughout the year should we be required. Most contact will come from any changes to your situation, such as a change of vehicle or property. We may contact you from time to time with updates in the insurance world.

In the event of a claim, we would suggest you get in touch as soon as practically possible. We will assist you with the claim process and help you achieve the best possible outcome. Our clients value this assistance knowing we are there in the background to ensure the claims process runs smoothly.

We feel this is an area where our assistance is valued highly by our clients, but of course we hope that it never happens.

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Other services and points

In addition to the core services we provide, there are a few notable points to consider.

- Dedicated contacts

You will be allocated a dedicated Account Handler. These individuals will get to know your needs and requirements and ensure the service Mathews Comfort aims to deliver is being upheld. Ultimately, we understand that relationships count and communication is one of the cornerstones to a high level of service.

- Client Portal

Mathews Comfort are always keen to embrace new technology. We have a Client Portal available to our customers, which acts as a useful and secure online storage area. The Portal will house insurance documentation and details which are bespoke to each customer.