

# Customer service charter



The Ansvar Insurance Customer Service Charter is our service commitment to you. The service charter details what you can expect when you are dealing with us.

<b>Providing customers with consistently positive experiences</b>	<p>Our staff will provide you with consistent service ensuring the information we provide is clear, accurate and delivered promptly, this is underpinned by the General Insurance Code of Practice.</p> <p>Under the General Insurance Code of Practice we are committed to raising our standards of service to all our customers. This voluntary code sets out the minimum standards we will uphold in the services we provide to you.</p>
<b>Maintaining a passionate customer focus</b>	<p>We will do this by continuously developing and supporting our people so they may deliver to you, our customers, prompt service and decisions.</p>
<b>Being advocates for our customers, advising them and treating them as they would like to be treated</b>	<p>During all interactions with you, we will treat you with respect and take the necessary action to deliver decisions quickly so that you are not disrupted or disadvantaged unnecessarily.</p> <p>We will keep all your information secure and adhere to the General Insurance Code of Practice and the Privacy Act.</p>
<b>Listening to customers and using that information to improve our service</b>	<p>We will continue to listen to you and take proactive action to provide you with good service. We will do this by continuously reviewing our work processes, asking for your feedback and taking proactive action to develop new ways to deliver excellent service.</p>
<b>Working together to resolve complaints and disputes</b>	<p>We will respond to all complaints and disputes within the targeted time frames.</p> <p>For more details follow this link <a href="http://www.ansvar.com.au/cop/">www.ansvar.com.au/cop/</a></p>