

# Customer Service Charter

This customer service charter describes our commitment to service and outlines the overall standards of service you can expect to receive from Liberty Life Assurance Uganda Limited.

## OUR PURPOSE

We consistently deliver reliable and responsive service to our customers

## WHAT CAN YOU EXPECT FROM US?

### You can expect

01

Approachable, accessible, effective, efficient and transparent services



02

Courteous, professional and enthusiastic staff who shall greet you in a friendly way and identify themselves by first name



03

Staff with knowledge authority and responsibility to deal with your enquiries or to be able to refer you to someone who has



04

A solution-oriented focus when dealing with your questions and a commitment to working with you



05

Confidentiality and respect for privacy.



06

All emails and phone calls shall receive a prompt LIBERTY response in line with our standards



07

Clear and accurate information and user service



## HOW CAN YOU HELP US

### You can help us by

01

Asking us first if you have any questions, don't assume your problem cannot be solved.



02

Telling us as soon possible of any problems or potential problems.



03

Treating our staff courteously.



04

Providing feedback to enable us to improve service



05

Providing accurate and timely information in your dealings with us.



06

Working with us to solve any problems you may have



## OUR STANDARDS

1. We shall endeavour to attend to all our clients within 15 minutes of client contact.
2. We shall prepare and dispatch renewal notices 12 weeks before renewal.
3. We shall provide quotation requests within 72 hours.
4. We shall prepare and release policy documents within one week after renewal.
5. We shall acknowledge all claims made notified to us and follow up with an email within a day.
6. We shall notify the claim catastrophic assessor within 24 working hours upon notification, to visit the area/site.
7. We shall make settlement of claims when fully documented within 5 working days
8. We shall provide regular updates on claims development every three days via email.
9. We shall reply to your email within 24 working hours:
10. We shall pay and settle the fully documented claims within 5 working days.
11. We shall pay and settle intermediary commissions within 24 working hours after receipt of premium from respective clients.
12. We shall ensure provision of solution based customized customer relationship management system.
13. We answer all phone calls before the third ring with an appropriate greeting.
14. We shall return all calls within 24 working hours of receipt.
15. We shall ensure all our reception areas are run by competent and friendly staff.