

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

OUR PURPOSE

We consistently deliver reliable and responsive service to our customers.

OUR STANDARDS

We shall endeavor to attend to all our clients within 15 minutes of client contact.

We shall prepare and dispatch renewal notices 6 weeks before renewal.

We shall provide quotation requests within 1 day.

We shall prepare and release policy documents within 5 working days.

We shall acknowledge all claims made notified to us and follow up with an email within four hours.

We shall visit and assess site/garage within 12 working hours upon notification.

We shall make settlement offers when fully documented within 2 working days.

We shall provide regular updates on claims/repairs development every three days via short message service or email. We shall reply your email within 12 working hours.

We shall pay and settle the fully documented claims within 3 working days or receipt of accepted offer.

We shall pay and settle Intermediary commissions within 24 working hours after receipt of premium from respective clients.

We shall ensure provision of solution based

We shall reply your email within 12 working hours.

We shall pay and settle the fully documented claims within 3 working days or receipt of accepted offer.

We shall pay and settle Intermediary Commissions within 24 working hours after receipt of premium from respective clients.

We shall ensure provision of solution based customized customer relationship management system.

We shall answer all phone calls before the third ring with an appropriate greeting.

We shall return all calls within 24 working hours of receipt.

We shall ensure all our reception areas are run by competent and friendly staff.

Liberty Insurance is committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by Insurance Regulatory Authority.

WHAT CAN YOU EXPECT FROM US

You can expect; Approachable, accessible, effective, efficient and transparent service.

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

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

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

Confidentiality and respect for privacy. All emails and phone calls shall receive a prompt response in line with our standards.

Clear and accurate information and a userfriendly service.

Where Liberty Insurance cannot deal with your enquiry it will provide a referral service to the appropriate agency.



EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld.

Liberty Insurance does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of their clients.

ACCESSIBILITY

Liberty Insurance will provide a meeting room where appropriate in order to conduct business in a confidential manner.

Liberty Insurance will ensure that all of our offices, facilities and resources are fully accessible.

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COMMUNICATIONS

Liberty Insurance will deal with your enquiry promptly and in a helpful, courteous and responsive manner.

We will identify ourselves by name on answering the phone.

Where a client seeks to meet a Liberty staff member as far as is practicable this will be facilitated within 5 working days.

All written communications from clients will be acknowledged within 5 working days of receipt.

All emails received will be acknowledged within 48 hours of receipt.

All telephone enquiries will be responded to within 2 working days.

A mailbox recording facility will be in operation at all times.

Written communications from Liberty Insurance will contain the name and contact details of the staff member dealing with your query/issue.

Liberty Insurance is committed to providing quality client services.

To ensure that our clients are satisfied with our service delivery standard we commit to undertaking regular reviews and to publish indicators of customer service, in particular, application processing times, referral of cases to other agencies and response times. We will also publish an Annual Client Survey.

These indicators will help us to understand how we are doing, to find out what our clients think of our service delivery and to identify if there are things that we need to improve.

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PRIVACY AND CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

