



## Customer Charter

Choosing the right insurance adviser is an important decision to make. Getting good advice will make a real difference to you finding the most suitable provider and product for you. You might want to protect your mortgage, your income, a key employee or your home etc. You might want your family to have access to private medical treatment. There is an enormous choice of providers and products, and it is unlikely that your budget is unlimited. At Wright and Pryce Ltd we will help you find affordable protection for your family or business.

In addition, Wright and Pryce Ltd believes that every client should receive:

- Access to individuals who understand what you want
- Staff who are friendly, courteous and professional
- Insurance can be complex, we will try to explain the features and benefits of insurance without jargon
- Highest levels of expertise, advice and service
- Timely and appropriate responses – this includes returning your call the same working day if possible, and certainly within 2 working days.
- Regular reviews and updates on products and services, including contacting you 1 month before any policy is due to expire or renew. We will agree with you how often you want us to contact you, and by what medium when you first become a customer. You will always be given the opportunity to opt out of any marketing – e.g. e-newsletter and we will always respect this.
- Every client should have the opportunity to publish comments on our independent client feedback system called Feefo
- The opportunity to let us know if we fail to meet your expectations so that this can be redressed as a matter of importance
- A client's interests are placed first at all times
- We will always respect a client's confidentiality
- We will attempt to gather all information which we need in order to advise a client
- A robust complaint procedure exists and details can be found on our Keyfacts document (IDD)

Wright and Pryce Ltd is authorised and regulated by the Financial Services Authority