

Alec Finch & Company Limited Committed to treating our clients fairly

At Alec Finch we are committed to providing clients with the highest possible standards of service. We recognise that our clients and our own business have everything to gain if we always act in a client's best interest and treat our clients fairly in all aspects of our business relationship.

We will always:

- Seek to understand your business and assess your insurance requirements before arranging your insurance policies
- Only recommend insurance policies that we consider suitable for your business
- Encourage you to ask if you are not clear about your insurance arrangements
- Provide you with clear information about the services we offer and details of our fees and charges. You have the right to ask us about our earnings (terms of business document, clause 10)
- Give you access to a formal complaints procedure should you be in any way concerned about our service (terms of business document, clause 17)

How you can make sure we provide a professional and fair service:

- Help us properly assess your demands and needs by telling us as much as possible about your business and its risk
- Promptly let us know about changes to your business that might affect your insurance cover
- Inform us promptly if you need, or expect, to make a claim on your insurances
- Let us know if we fail to meet your expectations and how we can put it right
- Make us aware if you do not understand any aspect of your insurance arrangements, how we are remunerated or the services we have provided

Thank you for working with us.

Paula WILLIAMS, ACII, AIRM

Managing Director
Alec Finch & Company Limited