

## Always keeping information private and confidential

We will:

- ~ Abide fully with the requirements of the Privacy Act
- ~ Keep information complete and accurate on our database
- ~ Not collect information which we do not require for insurance purposes.

## Working together to serve Church

We will:

- ~ Undertake a Customer Satisfaction Survey at least every second year
- ~ Review the coverage of our policies on a regular basis to ensure they remain appropriate for Church
- ~ Listen and respond to complaints or suggestions
- ~ Share information
- ~ Ask for help
- ~ Learn from mistakes
- ~ Consult with customers and stakeholders.

### How to contact us

**Mail** Catholic Church Insurances Limited  
GPO Box 180 Melbourne 3001

**Email** [info@ccinsurances.com.au](mailto:info@ccinsurances.com.au)

**Website** [www.ccinsurances.com.au](http://www.ccinsurances.com.au)

**Telephone** 1300 655 001

**Facsimile** 03 9934 3462



Catholic Church Insurances Limited ABN 76 000 005 210 AFSL 235415

# Customer Service Code of Practice

## Understanding Protecting Serving

Our Code of Practice are the guidelines which govern the minimum standards of service provided by the staff of Catholic Church Insurances



# Customer Service Code of Practice

## Always being available

We will use a professional approach when dealing with Church.

A professional approach is one where:

- ~ We act in a positive matter
- ~ We show respect for the person and their organisation
- ~ We are clear and specific in our communications
- ~ We are available or return calls or respond to written enquiries promptly
- ~ We answer the telephone promptly
- ~ We accept complaints with understanding and respond promptly
- ~ We are neatly presented, courteous and patient
- ~ We take responsibility for our actions
- ~ We treat our colleagues with the same respect as we do our clients.

## Our commitment to you

### Keeping premiums fair

Providing appropriate insurance for Church is paramount and requires active management.

We will

- ~ Recommend adequate sums insured
- ~ Endeavour to have insurance available for all insurable Church risks
- ~ Be vigilant about risk management and assist clients to manage their risks
- ~ Diligently manage company assets and expenditure.

### Providing prompt and fair claims assessment

Ultimately, we exist to pay claims. All claims which are genuine and fall within the coverage of the policy will be paid in full.

We will:

- ~ Provide claim forms promptly
- ~ Acknowledge receipt of all claims promptly
- ~ Communicate the progress of the claim
- ~ Actively manage the claims process where an assessor or loss adjustor is appointed
- ~ Indemnify all valid claims.

### Providing quality products and services

We understand that individual circumstances require tailored solutions:

We will:

- ~ Listen
- ~ Understand
- ~ Provide appropriate options
- ~ Be efficient
- ~ Check details and be accurate
- ~ Communicate progress and deliver on time
- ~ Know about Catholic Church Insurances, our products and services.

### Providing accurate and clear information

We understand that insurance products can be technical and complex and we strive to make insurance decisions easy for our clients.

We will:

- ~ Provide clear plain English descriptions of the features and benefits of our products
- ~ Ensure information is available to make informed decisions
- ~ Be willing to help.

### Responding promptly

We truly care about our clients.

We will:

- ~ Keep promises
- ~ Be willing to help no matter how big or how small the request
- ~ Respond promptly
- ~ Follow up and be sure that the response was satisfactory
- ~ Make the care of clients our personal responsibility.