

Responding promptly

We will:

- ~ Respond promptly to phone inquiries and written correspondence
- ~ Answer telephone calls personally
- ~ Treat all complaints promptly and with sincerity
- ~ Acknowledge and respond to suggestions
- ~ Provide accessible options to make a complaint.

Always keeping your information private and confidential

We will:

- ~ Never disclose personal details to any third party without your permission unless we are required by law.

Working together to serve Church

We will:

- ~ Encourage feedback about our products and services
- ~ Regularly measure and monitor the perceptions, wants and needs of Church
- ~ Consult with customers and stakeholders.

How to contact us

Mail Catholic Church Insurances Limited
GPO Box 180 Melbourne 3001

Email info@ccinsurances.com.au

Website www.ccinsurances.com.au

Telephone 1300 655 001

Facsimile 03 9934 3462

 **Catholic Church
Insurances Limited**
Serving Church

Catholic Church Insurances Limited ABN 76 000 005 210 AFSL 235415

Customer Service Charter

Understanding Protecting Serving

- ~ Always being available
- ~ Keeping premiums fair
- ~ Providing prompt and fair claims assessment
- ~ Providing quality products and services
- ~ Providing accurate and clear information
- ~ Responding promptly
- ~ Always keeping information private and confidential
- ~ Working together to serve Church.

 **Catholic Church
Insurances Limited**
Serving Church

Customer Service Charter

Catholic Church Insurances exists only to serve Church. We are therefore solely focussed on ethically serving the insurance and related needs of our clients.

As one of the oldest insurance company in Australia we have been serving Church since 1911.

Whilst we are bound by industry legislation and regulation which sets minimum standards of service, our company philosophy is what drives our commitment to serve.

In all of our work our task is to:

- ~ Identify and meet the insurance and related needs of Church
- ~ Satisfy those needs in the most cost effective way with the greatest achievable operational efficiency
- ~ Work in partnership with our clients to identify and minimise risk; and
- ~ Always go the extra mile.

Our primary measure of success is client satisfaction which is monitored through our regular Client Satisfaction Surveys.

Our commitment to you

We are committed to providing consistently high quality service to Church. We do this by:

- ~ Always being available
- ~ Keeping premiums fair
- ~ Providing prompt and fair claims assessment
- ~ Providing quality products and services
- ~ Providing accurate and clear information
- ~ Responding promptly
- ~ Always keeping information private and confidential
- ~ Working together to serve Church.

We undertake to continuously monitor our performance against the promises in our Customer Service Charter. We do this through our bi-annual Customer Satisfaction Survey which is undertaken by independent market researchers.

We will report on the survey results and our plans for improvement and growth.

Always being available

We will always be available whenever you need us for insurance, information or claims; and will provide you choices in the ways you can contact us:

- ~ National toll free phone line – 1300 655 001
- ~ Locally at our State Offices – 1800 011 028
- ~ Website – www.ccinsurances.com.au
- ~ Email – info@ccinsurances.com.au
- ~ Mail – PO Box 180 Melbourne Vic 3000
- ~ Facsimile – 03 9934 3462

Keeping premiums fair

We will:

- ~ Only charge what is necessary to provide for expenses, current and future claims
- ~ Keep the operational expenses of the company at or below industry standards
- ~ Provide free risk management advice to assist with minimising your risks
- ~ Maintain adequate capital reserves.

Providing prompt and fair claims assessment

We will:

- ~ Strive to indemnify your claim
- ~ Acknowledge receipt of your claim promptly
- ~ Process your claim accurately and efficiently
- ~ Pay you what is fair.

Providing quality products and services

We will:

- ~ Provide simple, easy to understand documentation
- ~ Provide insurance for all insurable Church risks.

Providing accurate and clear information

We will:

- ~ Use plain English
- ~ Maintain accurate records
- ~ Make our forms easy to provide the information we need
- ~ Provide regular updates on insurance issues and risk management advice.