

Responding promptly

We are committed to consulting with Church regarding all aspects of our operations.

We will:

- ~ Ensure staff are fully trained and understand Church
- ~ Provide a dedicated Account Executive or Client Liaison Officer
- ~ If we cannot answer enquiries immediately we will communicate how long it will take to provide a response.

Always keeping your 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.

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 ABN 76 000 005 210 AFSL 235415

Customer Service Standards

Understanding Protecting Serving

Our Customer Service Standards specify the standard of service provided to Church



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Customer Service Standards

- ~ Our clients are our business
- ~ We are trusted to look after their insurance needs
- ~ We exist to protect Church
- ~ We seek solutions
- ~ We work in partnership with Church
- ~ Our clients are very special people with very special missions
- ~ Our clients are honest, trustworthy and committed to serve Church – so are we
- ~ We rely on our clients' support.

Our service standards have been developed to ensure that we continuously strive to meet and exceed the level of service we provide to Church.

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 your information private and confidential
- ~ Working together to serve Church.

Always being available

- ~ We will follow our Code of Practice standards for:
 - ~ Telephone contact
 - ~ Complaint handling
 - ~ Responding to written enquiries, and
 - ~ Face to face contact.

Keeping premiums fair

We are committed to providing appropriate insurance for Church and we base our business decisions around the needs of Church.

We will:

- ~ Aim to fully understand our customers perceptions, wants and needs
- ~ Provide products and services which fulfil those needs
- ~ Ensure the company's operations are ethical, efficient and aligned to Church
- ~ Serve our clients to the best of our ability regardless of where they are located in Australia.

Providing prompt and fair claims assessment

We understand that loss of buildings or equipment impact Church, therefore;

We will:

- ~ Provide claims service in a way which is appropriate for Church
- ~ Be accountable for decisions made regarding claims
- ~ Take responsibility for the quality of refurbishment or replacement.

Providing quality products and services

We understand Church risks and strive to provide cover for all insurable risks

- ~ Our insurance products will be designed to provide value for money cover
- ~ Our risk management services will be provided free of charge wherever possible
- ~ In consultation with Church we will use the company resources to provide other related services.

Providing accurate and clear information

We will:

- ~ Provide product information in an easy to understand format
- ~ Make our forms easy to understand and use
- ~ Ensure our website is easy to use
- ~ Ensure that all regulatory and legislative requirements are fulfilled when providing products and services to Church.