



Client Charter Service Standards

Enquiries and Complaints	<div data-bbox="396 667 680 952"></div> <div data-bbox="317 988 785 1466"><p>Walk-in Enquiries and Complaints</p><ul style="list-style-type: none">• Customers to be served within 10 minutes• Enquiries which do not require follow up will be resolved within the same day• Enquiries follow up — within 3 working days• Complaints follow up — within 3 working days</div>	<div data-bbox="999 667 1281 952"></div> <div data-bbox="919 988 1388 1291"><p>Phone Enquiries and Complaints</p><ul style="list-style-type: none">• Enquiries which do not require follow up will be resolved during first call• Follow up — within 3 working days</div>	<div data-bbox="1554 667 1835 952"></div> <div data-bbox="1470 988 1938 1341"><p>Written Enquiries and Complaints</p><ul style="list-style-type: none">• Automated email response on acknowledgement• Fax/Letter will be responded within 3 working days• Follow up — within 3 working days</div>
Policy Processing	<div data-bbox="396 1623 680 1908"></div> <div data-bbox="317 1944 785 2089"><p>Quotation Issuance</p><ul style="list-style-type: none">• Standard — 1 working day• Complex — 3 working days</div>	<div data-bbox="999 1623 1281 1908"></div> <div data-bbox="919 1944 1388 2039"><p>Proposal Submission</p><ul style="list-style-type: none">• Within 1 working day</div>	<div data-bbox="1554 1623 1835 1908"></div> <div data-bbox="1470 1944 1938 2089"><p>Policy Processing</p><ul style="list-style-type: none">• Standard — 5 working day• Complex — 10 working days</div>
Claims Processing	<div data-bbox="396 2255 680 2540"></div> <div data-bbox="317 2576 785 2789"><p>Claims Acknowledgment</p><ul style="list-style-type: none">• Claims are registered immediately• Claims acknowledgment within 48 hours</div>	<div data-bbox="999 2255 1281 2540"></div> <div data-bbox="919 2576 1388 2739"><p>Claims Approval</p><ul style="list-style-type: none">• Within 5 — 7 working days upon receipt of full documentation</div>	<div data-bbox="1554 2255 1835 2540"></div> <div data-bbox="1470 2576 1938 2668"><p>Claims Payment</p><ul style="list-style-type: none">• Within 7 working days</div>