

CUSTOMER SERVICE CHARTER

- Our Vision** To be the LEADING diversified financial services company in our chosen markets across Africa
- Our Mission** Providing you with financial security EVERY STEP OF THE WAY
- Our Values** • Accountability • Trust • Agility • Customer

HOW YOU CAN HELP US SERVICE YOU BETTER

1. Provide complete and accurate information.
2. Report any impropriety by our staff.
3. Treat our staff courteously
4. Abide by terms and provisions in your contracts with us.
5. Actively participate in our random surveys to analyze our customer satisfaction level.

TALK TO US

We welcome your compliments, complaints, and suggestions as we value insights from you that can help improve our products and services delivery.

COMPLAINTS

We will take complaints from you very seriously. We will ensure all complaints are acknowledged, documented and endeavor to resolve them within 8 hours to 30 working days, depending on the nature of the complaint. We will communicate with you by phone or email once the complaint is resolved.

You can talk to any member of staff directly or use any of the following ways to register a complaint:

Telephone: +255 22 2138058 / +255 767 911 111

Email: complaints@britam.co.tz

Physical Address: Artemis Building, 2nd & 3rd Floor, Haile Selassie Road, Masaki, P.O Box 75433, Dar es Salaam

Social Media: Instagram: @britamtanzania , LinkedIn: Britam Tanzania , Facebook: @britaminsurancetanzania , X: BritamTz

Website: tz.britam.com

OUR RESPONSE TIME

Enquiries	Turn Around Time and Expectations
Walk-in	<ul style="list-style-type: none"> • Customers will be served within 5 minutes on their arrival at Customer Service Center & Head Office • Enquiries that do not require follow-up will be resolved during the visit. • We will offer visitors a glass of water and reading material as they wait to be attended to. • We will always ask if our visitors have been fully catered to before they leave the office.
Phone Calls	<ul style="list-style-type: none"> • Phone calls will be answered within three (3) rings. • All official phones will not be left on low or 0 ring volume. • If someone is not at their desk, we shall pick up the phone on their behalf. • We will identify ourselves when we answer. E.g. Hello, welcome to Britam Insurance Tanzania, this is (mention name). How may I help you? • Enquiries that do not require follow-up will be resolved during the first call while those that do will be resolved within 3 working days. • We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.
E-mails	<ul style="list-style-type: none"> • We will acknowledge receipt of enquiries via e-mail within 8 working hours. • Enquiries that require follow-up will be resolved within 3 working days. • We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will indicate our expected return date and indicate a contact person.
Letters	<ul style="list-style-type: none"> • We will confirm receipt of enquiries via letters within 2 working days. • Enquiries that require follow-up will be resolved within 3 working days.
Social Media and Instant Messaging	<ul style="list-style-type: none"> • We will have dedicated personnel/agencies monitoring our Social media pages and website for client interactions • We will respond to your queries within 2 working hours. • We will handle customer queries from their source of origin, i.e. if a client asks a question on Facebook, we will revert with information on Facebook • Enquiries that require follow-up will be resolved within 3 working days.
Additional	<ul style="list-style-type: none"> • We will be conscious of our communication style (i.e.; audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner. • We will work to anticipate the needs of those we serve by proactively working to meet their needs. • We will hold ourselves and each other accountable for our service commitment • We will make our goal to exceed the expectations of all of our customers

Service Type	Requirement	Turn Around Time (Days)
Quotation & Invoice	<ul style="list-style-type: none"> Name of the client, risk details & sum insured. Proposal form for comprehensive risk. 	<ul style="list-style-type: none"> 1 hour upon submission of relevant data.
Cover note & Policy Document issuance	<ul style="list-style-type: none"> Completed proposal form, KYC documents, and proof of premium payment. 	<ul style="list-style-type: none"> 1 hour upon submission of completed proposal form(s) and proof of premium payment.
Endorsement	<ul style="list-style-type: none"> Communication of additions to or deletions from the policy (via letter or email) 	<ul style="list-style-type: none"> 1 hour upon communication (via letter or email) of additions to or deletions from the policy.
Renewal	<ul style="list-style-type: none"> Renewal notices will be sent 90 days to expiry. 	<ul style="list-style-type: none"> Notices will be sent 90 days before expiry date.
Claims notification & acknowledgement	<ul style="list-style-type: none"> Client to communicate date and time of incident, type of loss and location of incident 	<ul style="list-style-type: none"> Immediately upon notification
Claims registration	<ul style="list-style-type: none"> Claim form, police reports, copy of registration card, police abstract (accidents) 	<ul style="list-style-type: none"> 8 working hours
Issuance of Authority to repair (motor)	<ul style="list-style-type: none"> All documents - assessment report, claim form, registration card, repair invoices, driving license, police report, photos and other relevant documents 	<ul style="list-style-type: none"> 1 day upon receipt of assessment report
Claim settlement	<ul style="list-style-type: none"> Signed Discharge Voucher & Provision of bank account details 	<ul style="list-style-type: none"> 14 days upon receipt of a duly signed Discharge Voucher and bank details.
Settlement to Service Providers	<ul style="list-style-type: none"> Garage: Tax Invoice & EFD receipt Assessors, Loss adjustors and Investigators: Submission of fee note & EFD receipt. 	<ul style="list-style-type: none"> Within 30days of receiving of tax invoice and EFD receipt\ Payment will be made 10 days after submission of fee notes & EFD receipt.

