

# A SERVICE COMMITMENT

*to Members and their brokers*

## A Service Commitment to Members and their Brokers

Service is key to the Club's product and both the Board and the Managers pride themselves on the service delivered to Members. The purpose of this Service Commitment is to provide Members with details of the service that they can expect from the Club, in the key areas of insurance cover, claims handling and loss prevention. The Service Commitment provides a measure against which the service received can be judged. It has been set using the results of customer satisfaction surveys and from general feedback from Members and their brokers.

The Board and Managers are determined to meet, and where possible exceed the standards set out in this Service Commitment. We are keen to encourage feedback and welcome any comments that you may have about our service. If you wish to discuss any aspect of Club service please contact Angela Gamblin the Chief Operating Officer at [marketing@ttclub.com](mailto:marketing@ttclub.com).

### General:

- All our dealings with you will be conducted with integrity.
- We value feedback on our performance and will deal with it constructively and promptly.
- We will retain a high level of expertise and knowledge about the industries you operate in.
- An underwriter and claims executive will have responsibility for managing your relationship with the Club.
- We will agree with you the level and extent of our contact with you.
- We will agree a communication protocol with you. Our general operating standards will however be based upon us seeking to answer urgent correspondence within the same working day, priority correspondence within 3 working days and routine correspondence within ten working days.
- We will be available to you after office hours and in case of emergencies.

### Underwriting:

- We will charge a fair but competitive premium for risks presented.
- We will provide you with a comprehensive explanation of the risk you bring to the Club in terms of our understanding of the exposure.
- We will explain our cover to you in sufficient detail.
- Within thirty days of binding a risk we will produce an accurate certificate of insurance setting out the terms of your cover.
- We will give you at least 30 days' notice of your forthcoming renewal.
- We will reply to all new enquiries within 24 hours of receipt.

### Claims:

- We will agree a claims handling protocol with you.
- We will maintain a consistent and fair approach to our handling of your claims particularly in relation to the interpretation of your cover.
- We will handle your claims in an efficient, cost effective manner, following our best practice claims handling guidelines.
- We will manage claims handling costs from third party suppliers to ensure cost effective claims services are provided to you.
- We will reimburse authorised claims within 20 days.

### Loss Prevention:

- We will provide technical and risk management advice to you in support of your operational needs.
- We will continue to champion good management practice in the shipping and transport industry and assess emerging industry risk.
- We will maintain an effective participation with industry associations in order to ensure the interests of Members are protected.

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Contact TT via your broker or at any point in the network.

| <b>London</b>         | <b>New Jersey</b> | <b>Hong Kong</b> | <b>Singapore</b> | <b>Sydney</b>     |
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In the United States TT Club Mutual Insurance Ltd. is approved as a surplus lines insurer in most states and is accessible through properly licensed surplus lines brokers.