



GET MEDICAL PLANS

YOUR HEALTH IN OUR HANDS

GET MEDICAL PLANS LIMITED CUSTOMER CHARTER

As an independent health insurance brokerage, we strive to deliver good outcomes for all of our customers.

We aim to provide products that meet the needs of our customers. This is achieved by thoroughly factfinding our customers' circumstances and discussing the best options available based upon circumstances such as age, geographical location, current and past medical history and budget. Using our expertise and market knowledge we will recommend what we believe to be the most suitable product for our customer's requirements. This applies to new sales and renewal of existing products. We receive an ongoing commission from insurers so we want our customers to make full use of our services on an ongoing basis. We constantly monitor the service levels of product providers.

We wish to ensure that our customers get fair value from their products and services and fully utilise the benefits of those insurance products. We will fully explain the limitations/ exclusions on any products recommended and also the benefits available on the plans. We will also outline any add on benefits available. We will make our customers aware of any promotional offers and if applicable how it will affect their plans in later years. We will endeavour to negotiate discounts for our customers where practically possible.

We establish customers' demands and needs and then, with our guidance, provide the right information in a timely manner including, quotations, product details, insurance product information documents, and alternative options. We then provide a demands and needs letter including our recommendations.

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We do this in a clear and easy to understand format and encourage our customers to contact us at any time with any queries and we seek to immediately address any issues that may occur during our communications. We will not advise switching of current contracts where there is any possibility of detriment to customers.

We may from time to time contact our customers to ensure that our communications, advice and service standards meet our customers' needs and whether we can improve in any way. We endeavour to treat our clients as we would personally wish to be treated.

Where customers may be in vulnerable circumstances, rest assured that we take our responsibilities seriously and will always be happy to meet any specific requirements in a patient and efficient manner. Please do advise us if you feel able of any particular factors so that we can take these into account.

We aim to offer a speedy service in relation to answering our telephones in a timely and courteous manner and also respond to any emails as soon as practically possible.

Although we are not able to become directly involved in any claims, we may be able to add clarification together with dealing with changes in circumstances or providing any other guidance you may require so please do speak to us.