



QuestGates

Broker Charter

QuestGates has always recognised the central role a broker plays in the claims process and we understand the importance of protecting the broker/client relationship.

We also appreciate that high quality service provided by a loss adjuster during a claim can support client retention.

Having engaged with BIBA and a number of brokers throughout the UK to understand what really matters to you when a claim occurs, we want to reaffirm our long-standing approach to working with brokers by committing our service pledge to writing - the Broker Charter.

By creating a bespoke communication and information plan at the outset, we will keep you as informed and involved as you require throughout the life of the claim. Our commitment to this Charter will remove the risk of nasty surprises occurring, thus ensuring that you and your clients receive the level of service expected in their hour of need.



Investor in
Customers®
Gold 2019



www.questgates.co.uk

24hr Telephone

0121 411 0535

We will:



Always contact you on receipt of a new claim and offer you the opportunity to attend the Adjuster's site meeting



Send an acknowledgement email to you confirming our involvement and contact details



Establish the level of involvement you require at the outset and copy you in on all correspondence to your client, the Insured



Advise you of the agreed actions following the Adjuster's site visit, if required



Alert you to policy issues or concerns arising from our visit (policy cover/warranties/exclusions) and involve you in their resolution



Keep you updated throughout the key stages of the claim, including interim and settlement payments



Focus on moving the claim forward proactively and achieving the right customer outcome



Always call you back within 24 hours



Aim to resolve issues immediately and have an escalation process in place should the query not be resolved within 24 hours