



Customer Charter

OUR MISSION:

To be the customers' first choice for all of their insurance needs through consistently delivering high quality products backed by unbeatable service.

WE PROMISE TO:

- treat all our customers equally and fairly
- place the customer's needs at the centre of the Argus business
- ensure that all our policies are easy to understand and meet the customer's needs
- provide the customer with clear information before, during and after the completion of the insurance transaction
- assist our insured at the time of a claim and ensure that the matter is resolved fairly and promptly
- promptly investigate and resolve any customer complaints
- ensure that Argus employs knowledgeable staff who are able to understand the customer's needs and advise appropriate solutions

At Argus, fulfilling our promise to customers is part of our tradition and culture. It will remain our number one priority for the future.

Andy Baker,
Chief Executive.