

A Service Commitment to Members and their Brokers



OUR SERVICE COMMITMENT

We pride ourselves on the service we deliver to our Members, specifically through:

- creating best in class insurance solutions
- making the complex simple
- delivering an unparalleled customer experience for Members and their brokers.

Our Service Commitment shows the high standards we set, and gives Members a benchmark of what to expect.

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 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 three working days and routine correspondence within 10 working days
- We will be available to you after office hours and in case of emergencies, via contact details available at <https://www.ttclub.com/contact-us/>

Underwriting:

- We will charge a fair but competitive premium for risks presented
- We will provide you with a comprehensive explanation of the risk brought to the Club in terms of our understanding of the exposure
- We will explain our cover to you in sufficient detail
- Within 30 days of binding a risk, we will produce an accurate certificate of insurance setting out the terms of cover
- We will give at least 30 days' notice of forthcoming renewals
- We will reply to all new enquiries within one working day

Claims:

- We will maintain a consistent and fair approach to our handling of any claims particularly in relation to the interpretation of 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
- We will reimburse authorised claims within 10 days
- We can provide you with a bespoke claims handling protocol, tailored to your needs

Loss Prevention:

- We are committed to taking a central role in the transport and logistics industry, as an independent voice representing the interests of the industry
- We will deliver at the forefront of digital service to our Members
- We will provide technical and risk management advice to you in support of any operational needs
- We will continue to champion good management practice in the shipping, transport and logistics industries and assess emerging industry risk
- We will maintain an effective participation with industry associations to ensure that the interests of our Members are protected

The Board and Managers are determined to meet, and where possible exceed the standards set out in our 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 us at marketing@ttclub.com.

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

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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.