

Service Standards to Brokers

The vision for the Verlingue London Markets team is to bring exceptional service to our partners, be that an introducing broker, or a supporting insurer. In order for us to achieve this, we have agreed to apply the following service standards around a number of areas, and we will be held accountable against these:

HONESTY

Being open, honest and transparent are the keys to any business relationship and are a fundamental way of building your trust in us. We promise to deliver on mutually agreed timescales and commitments.

RESPONSIBILITY

We will always take ownership of actions and will take responsibility to resolve any problems that may arise, ensuring that you are kept informed on the progress of any enquiry.

COMMUNICATION

To ensure you are receiving the best service, clear communication is a given. Our team will be clear and concise in any communication, be that verbal or written.

EXPERTISE

Our training and staff development is a key part to ensuring our team are up to date with the latest developments in the market. With an experienced team in place, you will always receive valuable insights and solutions.

PLANNING FOR SUCCESS

We commit to work in partnership with you to develop and deploy strategies that help you to secure business.



A swift acknowledgement of your enquiry is key, using an appropriate medium of communication to liaise with you. A prompt reply, outlining who is dealing with your case, will give the confidence that someone is handling your enquiry.

PERSONABLE

We will always endeavour to engage in a friendly way and our team will always be approachable, thus ensuring you get a positive experience from your dealings with us.

DELIVERY

We will always look to achieve any deadlines set and hopefully, exceed on your expectations.

PHONE, FACE-TO-FACE

Our team will not hide behind faceless emails and will always aim to pick up the phone or speak to you face to face. There will be occasions where email is required, but these will be the exception as opposed to the norm.

PROBLEM SOLVING

We view a problem as an opportunity to innovate and use creative thinking to come up with innovative solutions, which will benefit you and your client.

