



Prestige Healthplans Ltd., Suite 1, St Helens Mews, St. Helens Road, Westcliff on Sea, Essex SS0 7LF  
Telephone 01702 868003 - [www.prestigehealthplans.co.uk](http://www.prestigehealthplans.co.uk)

## OUR COMMITMENT TO YOU – OUR CUSTOMER

- We will endeavour to explain the service that we provide. The true cost, benefits and consequences of any product or service you buy from us.
- We will ask a number of questions that will enable us to fully understand your circumstances, needs and budget.
- Your personal information will always be treated in the strictest confidence.
- We will strive to make strong relationships with product and service providers to ensure they mirror our comment to you.
- We aim to ensure that you are encouraged to purchase the right product or service to meet your short and longer term needs.
- On occasions that we feel it is appropriate for us to charge a fee for our services we promise that it will be reasonable and justifiable.
- We will always attempt to give you the best advice – even if it means losing the business to a competitor.
- All of our staff will be professional and courteous to you – even if they are not directly involved in your business.
- If you are unhappy with the service we provide we will take your complaint seriously and attempt to resolve the matter to your complete satisfaction.
- Your data will be securely stored and shared only with insurers for quotations, policy fulfilment and servicing.
- Prestige Healthplans Ltd complies with the 2018 General Data Protection Registration (GDPR) legislation.