



CUSTOMER CHARTER

WE CARE FOR YOU!

THANK YOU FOR YOUR TRUST

MUA'S Customer Charter affirms our commitment to be a responsible insurer who CARES for customers. We are committed to continuously improving our level of customer service and our approach to your needs and concerns, by being Competent, Attentive, Respectful and Efficient:

Competent

- Respond to queries, calls and all correspondence promptly, in clear and plain language.
- Continuously assess our performance and develop our staff training to improve our service.
- Take the time to carefully and accurately explain our policies, terms and conditions, demonstrating our commitment to transparency and trust when fulfilling our contractual obligations.

Attentive

- Be professional in our approach and genuine in our commitment.
- Accompany you every step of your insurance journey with us.
- Provide you with timely and regular updates on your queries and claims, ensuring a personalised service.

Respectful

- Treat you with respect and courtesy at all times.
- Carefully handle and protect sensitive and personal information.
- Interact with each customer fairly and without discrimination.

Efficient

- Provide you with accurate information, appropriate assistance and satisfactory explanations to expedite claims and queries.
- Value and welcome your feedback, in order to constantly review our service and processes.
- Offer expert insurance advice to help you secure potential risks and give you added peace of mind.

