



OUR **CUSTOMER CHARTER**

TO OUR CUSTOMERS

You are at the heart of all that we do, and our **commitment** to be a **strong insurance partner** for you remains our focus.

We want to be **by your side** every step of the way, making sure that your experience with us is always a great one.

To achieve this, we will always strive to be **Competent, Attentive, Respectful** and **Efficient**.

Because we genuinely **CARE** for you.

COMPETENT

Our promise is to efficiently provide you with clear information, careful guidance, and constructive solutions.

ATTENTIVE

We are here to listen carefully to your needs and to be able to provide you with regular updates on your queries and your claims.

RESPECTFUL

We are committed to treat you with respect, fairness, and courtesy to handle and protect sensitive and personal information carefully.

EFFICIENT

Our goal is to ensure peace of mind: by providing expert insurance advice, and by helping you secure potential risks.

We **CARE** about what you think and encourage you to **share it with us**: it will help us to **improve your customer experience** at MUA!