



Paragon Advance LTD

**Committed to treating our customers fairly**

At Paragon Advance, we are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Services Authority initiative 'Treating Customers Fairly'.

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

### **Our commitment to you**

We will:

- Provide you with clear information about the products and service we offer, including fees and charges
- Ascertain your individual needs, preferences and circumstances before recommending an Insurance policy
- Provide you with a first class service, responding to any queries in a timely manner
- Encourage you to ask if there's something you don't understand
- Provide full terms and conditions for our policies upon request, or by visiting our website
- Give you access to a formal complaints procedure should you become unhappy with our service

### **How you can help us**

- To help us give you the most appropriate advice, we will ask you to:
- Provide as much information as possible, completing all relevant sections of the proposal form
- Disclose any material facts or change of circumstances which could affect your cover in line with the policy wording
- Let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- Tell us if you think there are ways we can improve our service

Thank you for choosing Paragon Advance