

GENERAL OPERATIONS MANUAL

VERSION 4.4
OCTOBER 2021

Our reputation

Indemsure will not compromise ethical standards in our relationships with customers, suppliers, competitors or colleagues. We rely on the day-to-day behaviour and decisions made by our staff, agents, salespeople and customer service officers to uphold those standards.

Our proud history, the traditions of our company and personalised customer service are very important to us. At Indemsure, we take pride in making insurance as easy as possible — easy to understand, easy to pay, easy to renew and easy to claim.

Your conduct, meeting of regulatory requirements and level of customer service should always be a positive reflection of the high standards that support the Indemsure reputation.

When dealing with customers, suppliers or the public, you must ensure that all interactions are professional and courteous and that all commitments are made in good faith, realistic and achievable.

Our business reputation is built on the valuing and promoting of integrity across all possible situations. It is vital that each person be absolutely honest and objective in all employment activities.

Maintaining confidentiality

All information relating to Indemsure business (including its customers, employees, suppliers, etc.) must be considered confidential and must only be used in legitimate and relevant business circumstances.

Often you will be in a situation where sensitive information about a customer, including their driving history, insurance claims or financial situation is documented in our records.

You must not:

- engage in inappropriate conversations or communications about customers, their staff or their business
- engage in inappropriate conversations or communications about Indemsure, our business partners or any of our plans, staff
- confirm or deny any suggestions or rumours
- impinge on the intellectual property of others.

Also, all job-related information about current or former employees is private and confidential, and should be treated as such by those with direct or indirect access to this information.

NOTE

These requirements apply equally to business and social conversations or communications.

General Operations Manual

Katrin Zwirgmaier



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