



Special Care Home Charter

Symponia[©] advisers promise:

- *That we will always treat you and your residents with the utmost respect and courtesy.*
- *To respond to all initial referrals within one working day of receipt.*
- *That all communications to you and your residents, or their family will be sent by first class post.*
- *That, should we book an appointment with your resident or their family, we will always send them a confirmation letter, and this will be sent the day the appointment is booked.*
- *We will always provide your residents or their family with a personalised Terms of Business.*
- *To send your residents or their family the follow up report, illustrations and appropriate Key Features Document within three working days of receipt of the appropriate figures.*
- *That we will keep them informed regularly about the progress of their application / investment.*
- *That we will always send policy documents to our clients within one working day of receipt.*
- *That all invoices (where previously agreed and appropriate) will be clear, timely and concise.*
- *To always send you a financial schedule within the first five days of the policy commencement.*

