



Customer Charter

Symponia Advisers promise:

- To respond to your initial or follow up enquiry within one working day of receipt.
- To treat you and your family with the utmost respect and courtesy.
- To always send your communications by first class post.
- That if you book an appointment, we will always send you a confirmation letter (unless the appointment is booked for less than two days hence).
- That we will always provide you with a personalised Terms of Business.
- That we will always send you your follow up report, illustrations and Key Features Document either within five working days of the appointment / consultation, or within two working days following receipt of final underwritten figures.
- To keep you informed about the progress of your application/investment on a regular basis.
- To always send you your policy documents within one working day of receipt.
- That (if agreed & appropriate), we will provide you with clear, concise and timely invoices.