

General Aviation Customer Service Charter



Global Aerospace recognizes that our customers are the heart of our business. As such, this **General Aviation Customer Service Charter** [defines our commitment to our customers] by setting *minimum* standards upon which our performance is to be measured. We will strive to exceed these goals, monitor our performance and continuously improve.

General Aviation Executive Standards

Responding to Comments	Our Home Office will be accessible to both customers and Regional Office employees and will acknowledge general business inquiries within one day of receipt. Priority will be given to Customer concerns and problems quickly resolved in the best interest of all parties.
Customer Visits	Our Home Office personnel will frequently visit customers in support of Regional Office activity.
Conferences and Industry Forums	Our Home Office will provide information on our complete range of products and services and will actively participate in industry conferences and forums.

Regional Office Standards

Call Response	Our Regional Offices will promptly answer all calls during normal office hours and will return messages within one business day.
Written Requests	Our Regional Offices will acknowledge receipt of all faxed, mailed, and e-mailed transmissions and requests within one business day.
Processing Quotes	Our Regional Offices will communicate our position (quote or decline) within a reasonable time-frame of receipt of complete underwriting information.
Renewal Processing	Our Regional Offices will send renewal applications and notices of material change to customers as required by state statute.
Bind Requests	Our Regional Offices will bind coverage immediately upon request once terms are agreed.
Policy & Endorsement Processing	Our Regional Offices will issue and distribute policy documents within 30 days of inception or change.
On-Demand Certificate and Document Processing	Our Regional Offices will prepare, e-mail and fax (if required) on-demand certificates and rush documents, including premium and loss runs, within one working day of the request.
Customer Visits	Our Regional Offices will make themselves available to visit customers as required.
Conferences and Industry Forums	Our Regional Offices will provide information on our complete range of products and services and will actively participate in conferences and forums.

Regional Office Standards (cont.)

Training	Our Regional Offices will coordinate training to ensure that all employees possess the knowledge needed to effectively deliver our line of products and services.
Responding to Comments	Our Regional Office Management will be available to both customers and local office employees and will acknowledge all comments within one business day of receipt. Priority will be given to Customer concerns and problems quickly resolved in the best interest of all parties.

Regional Office Claims Standards

Claims Response	Our Regional Office Claims personnel will respond to all hull and liability claims within one day of receiving notice of claim. To enhance immediate response and follow-up, Regional Claims will deploy experienced outside resources as appropriate.
Call Response	Our Regional Office Claims personnel will respond to all inquiries promptly and to emergencies immediately upon receipt of notice. Mobile phone numbers are available as are home numbers on Regional Office answering systems.
Written Requests	Our Regional Office Claims personnel will acknowledge receipt of inquiries within two business days of receipt.
Claim Reviews	Our Regional Office Claims personnel will conduct annual claims reviews as appropriate.
Reporting	Our Regional Office Claims personnel will comply with all requirements of the North American Claims Handling Agreement when reporting to the client, broker and following markets.
Litigation	Our Regional Office Claims personnel will work closely with the insured and its designees to devise sensible claims and litigation strategies and solutions.
Unfair Claims Practices	Our Regional Office Claims personnel will comply with the standards set forth in the various states' acts.
Training	Our Regional Office Claims personnel will maintain their knowledge of repair costs, schemes and facilities. Claims staff will attend seminars and forums to keep abreast of developments in aviation industry issues.
Adjustment	Our Regional Office Claims personnel will be available to promptly discuss issues with our customers to ensure a fair and proper resolution of claims. Repair invoices will be promptly reviewed, adjusted (as appropriate) and discussed with the Insured. The adjustment of the claim will be accomplished with full understanding of the insured's needs and expectations.
Payment	Our Regional Office Claims personnel will issue payment promptly following final adjustment of the claim.
Conflicts of Interests	Our Regional Office Claims personnel will follow company procedures to ensure sensitive information is not seen by Global claims personnel who have a conflict of interest
Customer Concerns	Our Regional Office Claims personnel will promptly respond to all concerns expressed by insured and their brokers. We will promptly resolve customer issues giving due consideration to their views.