

TAKE NOTE: SERVICE

The score given to us, from you!

89.1

DID YOU KNOW...

We're a member of the **Institute of Customer Service**, the UK's independent professional customer service body.

In 2024, we're delighted to have achieved a **ServiceMark with Distinction** accreditation and a Business Benchmark score of **89.1** with our Financial Advisers. That's above average when compared with the insurance sector!*

IN YOUR WORDS

"This fair and human approach is something that would sway to recommend Cirencester over other providers in close situations, because I'm confident that my client will be treated as well as I am."

WHAT WE DO



We recognise each customer as an individual and treat them fairly and with empathy.



Not everything will go to plan, but what matters is how we fix and learn from our mistakes.



We are always trying to find ways to improve our service.



We exist for the benefit of our Members and they are at the heart of all we do.

To find out more, please contact our **Adviser Services Team** on **0800 587 5098** or **adviserservices@cirencester-friendly.co.uk**.

*Based on the Insurance UK Customer Satisfaction Index score of 77.5 (Jan 2025)

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