



Kennco Service Charter

Broker Requirement

KennCo Service Commitment

<ul style="list-style-type: none"> • Answering the phones 	<ul style="list-style-type: none"> • We aim to answer within 20 seconds, return calls same day or with in 24 hours
<ul style="list-style-type: none"> • Dealing with general queries 	<ul style="list-style-type: none"> • Respond within 24 hours of receipt
<ul style="list-style-type: none"> • New Business submissions 	<ul style="list-style-type: none"> • Respond within 48 hours
<ul style="list-style-type: none"> • Issue of Policy documents 	<ul style="list-style-type: none"> • Within 14 days of receipt of proposal, with 100% accuracy
<ul style="list-style-type: none"> • Issue of renewals 	<ul style="list-style-type: none"> • Minimum 20 working days prior to renewal date
<ul style="list-style-type: none"> • Complaints 	<ul style="list-style-type: none"> • Respond within 5 days of receipt
<ul style="list-style-type: none"> • Response on claims report 	<ul style="list-style-type: none"> • Within 5 days of notification
<ul style="list-style-type: none"> • Customers car damage 	<ul style="list-style-type: none"> • Pick up damaged car anywhere in Ireland (approved repairers)
<ul style="list-style-type: none"> • Replacement courtesy car 	<ul style="list-style-type: none"> • Up to 5 days, provided by approved repairers, car delivered if required
<ul style="list-style-type: none"> • Claims settlement cheque 	<ul style="list-style-type: none"> • Issued within 10 days of agreement being reached