



Auto



Business



Home



Group Life

CUSTOMER SERVICE CHARTER & STANDARDS

Premier
Insurance
Coverage
for Less



Customer Service Charter & Standards

At **TRINRE**, our customers are at the heart of everything that we do. Our Customer Service Charter outlines the standards of service delivery our customers can expect when conducting any transaction or when interacting with our staff and organization. It also advises how customers can contact us and the channels available to provide feedback.



EXCEPTIONAL SERVICE
NO EXCEPTIONS

Our Customer Service Commitment

What you can expect:

- Courteous, professional and knowledgeable staff
- Clear, accurate and reliable information
- Accessible, effective and transparent service
- A prompt and solution-oriented focus to your queries
- Confidentiality and respect for privacy
- Continuous training and development of our staff members to ensure that they have the skills and knowledge to serve you

You can help us by:

- Treating our staff courteously
- Providing accurate and timely information
- Providing feedback to enable us to improve our service
- Working with us to find a solution to any issues that you may have

Our Standards

Visiting or Contacting our Offices?

- Clients will be attended to within 15 minutes of arrival at our offices
- Calls to our PBX will be answered within 3 rings
- We will acknowledge receipt of your email within 1 working day of receipt

Have a Query?

- Responses to simple queries will be received within 1 business day
- Queries requiring research will be addressed within 2-5 business days

Quotations

- Individual Auto – Same day
- Fleet – 1 business day
- Homeowners – 1 business day
- Commercial Quote
 - Liability, workmen's compensation – 1 business day
 - Where and assessment is required – 5 business days
- Tenders/Bonds – 5 business days

Renewals

- Renewal notices will be issued 30 business days prior to the renewal date
- Renewal calls will be made 2 weeks prior to the renewal date

Processing/Binding – New Business

- Motor – Same business day
- Non-Motor – 2 business days

Policy/Endorsement Issue

- Motor Policy- Immediately
- All other Policies – 20 business days
- Simple endorsement – 2 business days
- Technical endorsement – 5 business days

Cancellations

- Non-Motor cancellations – 1-3 business days (pending receipt of instructions/ broker slip or policy)
- Motor cancellations – Same business day (pending receipt of motor insurance certificate)

Motor Claims

Communication

- Initial Contact – 3 days of receipt of claim
- Status updates – Weekly updates

Settlement

- Proposed settlement – 5 business days of receipt of adjuster's report
- Processing of payment – 3 business days after acceptance of the offer
- Windscreen Claims – 1 business day

TRINRE Life

- Claim settlement – 12 business days

Broker/Agents

- Solis Transactions – 30 minutes to 3 hours

Measuring Our Service Standards

We have ensured that we have the necessary systems in place to measure our performance, identify gaps and make improvements. This includes; customer surveys, reviewing logs and the use of software.

Contact Us

Please Call Us

800-TRIN or 623-1204

Quotes

underwritingdepartment@trinre.com

Claims

Claims@trinre.com

Feedback/Complaints

If you have had an experience with us that has not met your expectations or you wish to highlight a positive customer service experience, please let us know. Your feedback and satisfaction are important to us.

You can submit your feedback to us by completing the form below or you can address your concerns or complaints to:

TRINRE Insurance Company Limited

69 Edward Street,

Port of Spain

Phone: 868 – 623 – 1204 Ext 1056

Email: customercare@trinre.com

***all dates are subject to the receipt of all necessary documentation**