

**Mason Owen Financial Services Ltd, Mason Owen (Specialist Risks) Ltd and
Mason Owen Financial Services (Wirral) Ltd t/as Business Insurance Services**

**Our Value Statement and Commitment to You
(Version 2 – Jun 21)**

"We are what we repeatedly do...excellence then is not an act, but a habit!" – Aristotle

1. **CLARITY** - We aim to provide clear, fair and not misleading advice to you and will act in a professional manner at all times.
2. **TRUST** - We will ensure that any product that we recommend to you will meet your agreed insurance requirements and will provide value for money based on the nature and level of cover provided.
3. **TRANSPARENCY** - We will act as your agent and not the agent of the Insurer during our appointment, but we will advise you if and when we act as the agent of the Insurer.
4. **FIRST-CLASS SERVICE** - Where claims occur, we will provide suitable help and guidance to resolve issues as soon as possible.

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Broker at **LLOYD'S**



Since 2007