

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

**Our Value Statement and Commitment to You  
(Version 3 – Jun 23)**

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

**We are a local Broker who have developed a national client base. Our skilled teams deliver quality, in person services, acting as a trusted advisor to all clients. We strive to ensure the wellbeing of our colleagues, which contributes to our aim of being a market leader in insurance broking.**

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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