

**Mason Owen Financial Services Ltd, and
Business Insurance Services (MOFS)**

**Our Value Statement and Commitment to Customers and Colleagues
(Version 1 – Jan 2024)**

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

We are a local Broker which has 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 welfare of our colleagues and clients contributes to our aim of being a market leader in insurance broking.

1. **INTEGRITY** - We aim to provide clear, fair and not misleading advice and as a Chartered firm of Brokers will act in a professional manner at all times.
2. **TEAM** – Whilst we are all individuals we aim to act in concert so that outwardly we become greater than the sum of the constituent parts of MOFS.
3. **QUALITY** – Any task that we undertake, no matter how small, should be done with care and attention to detail and we should aspire for excellence.
4. **EXPERTISE** - We aim to ensure that any advice we provide and any product that we recommend will meet the insurance requirements of the customer and provide value for money based on the nature of advice and level of cover offered.
5. **RESPECT** – Our actions should always maintain due regard for the feelings, wishes or rights of other people.

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Mason Owen Financial Services Limited is authorised and regulated by the Financial Conduct Authority. Mason Owen Financial Services Reg No. 02217933. Registered office: 7th Floor, 20 Chapel Street, Liverpool, L3 9AG.



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