



# WINDSOR LIFE'S SERVICE CHARTER

As part of your contract with us, we commit to provide the following services:

## KEEPING YOU INFORMED



Annual statements – giving you important information on your policy, including its position and current value.



Automatic reviews – giving you information on how your policy is doing, together with different choices, as appropriate, on how to maintain your policy's valuable benefits.



A fund information service – giving you the opportunity to check on your fund's performance

## ANSWERING YOUR QUESTIONS



A dedicated helpline – giving you access to qualified and friendly staff, offering a comprehensive service on all aspects of your policy. We can help you with any questions you may have, such as providing quotations, or information on amending the policy.

## PUBLISHING INFORMATION



A dedicated Website – if you feel more comfortable using this medium, it gives you a wealth of information about the Company and how we can help you. You can also contact us by e-mail.

For some information requests we may charge a fee to cover our costs of £25 for each request for each policy. We may apply this where the same information or service is requested repeatedly within a 12 month period or where multiple requests are made for several policyholders (advisers).