

## FPG INSURANCE CUSTOMER CHARTER

At FPG Insurance, we envision to be the trusted insurer of choice focused on bringing positive and digitally-enabled client experience. Our commitment is to bring insurance protection and peace of mind to our clients.

You can expect the following specific core values as standard from our team:

<b>Integrity</b>	Firm adherence to the code of ethics, morals, and honor.
<b>Respect</b>	High regards for feelings, belief and differences of others.
<b>Accountability</b>	Willingness to accept responsibility or to account's for one action.
<b>Courage</b>	Mental and moral strength to come forward, speak up, and go against the current.
<b>Results-driven</b>	Will to do what it takes to deliver and get the job done.

**"Customer First"** is our promise to you. Our business teams are trained to respond to your queries and requests promptly and efficiently. Where possible, we provide you with a dedicated point of contact and clear information.

We welcome your thoughts and feedback, whether making a suggestion, paying a compliment, or making a complaint, your feedback is key in improving our products and services.

You may reach us through the following means:

### Onsite

6<sup>th</sup> Floor Zuellig Building, Makati Avenue corner Paseo de Roxas, Makati City, Philippines

### Over the Phone

(02) 8859-1200	(02) 8662-8600
(02) 8771-8500	(02) 7944-1300

### Online

Website:	<a href="http://www.fpgins.com/ph">www.fpgins.com/ph</a>
Customer Care:	<a href="mailto:phcustomercare@fpgins.com">phcustomercare@fpgins.com</a>
Facebook:	<a href="https://www.facebook.com/fpginsurance.ph/">https://www.facebook.com/fpginsurance.ph/</a>
Twitter:	<a href="https://twitter.com/fpginsurance_ph">https://twitter.com/fpginsurance_ph</a>
Instagram:	<a href="https://www.instagram.com/fpginsurance.ph">@fpginsurance.ph</a>

**Sending your feedback/complaints/inquiries:**

Should you receive exceptional service from one of our staff and find something you particularly like or if you have a suggestion on how we can improve our services, please let us now.

Kindly provide us the following information so we can attend to your concern better:

1. Full Name
2. Policy Number *(for existing clients)*
3. E-mail Address
4. Mobile Number
5. Concern – Compliment / Feedback / Complaint / Inquiry
6. Message

Once we received this information, we will act accordingly and provide an update on its development.

If a complaint is filed, we will act and investigate on the matter and work towards a resolution. We often provide resolutions immediately, if it can be solved promptly, we shall endeavor to resolve your complaint within thirty (30) days. Should more time be needed, we may ask for an extension of another thirty (30) days or as needed to properly conduct an investigation.

Our Company is compliant with all the requirements prescribed by the Insurance Code, as amended, and other relevant laws, as well as Circular Letters issued by the Insurance Commission, such as but not limited to IC Circular Letter No. 2014-47 as amended.