



The Insurance  
Institute of London  
Chartered Insurance Institute

## **IIL Customer Service Statement**

### **Service quality**

We are 100% committed to delivering a first-class service to all customers. Our aim is to provide open and fair opportunities for learning, maintaining competence and raising professional standards with the insurance, savings and financial services industry.

The IIL is committed to using best practices and implementing policies and procedures to ensure that members are dealt with on a consistent and fair basis.

The IIL is committed to providing a timely and efficient service. This is implemented and measured through our service standards

Service standards are supplemented by an overriding commitment to place our members at the heart of the process – something that is to the fore in all staff training. Enquiries are dealt with on a proactive basis, with customers kept informed of progress of their query until a definitive answer or solution is available.

### **Contacting the IIL**

Tel: +44 (0) 20 7600 1343  
Email: [iil.london@cii.co.uk](mailto:iil.london@cii.co.uk)  
Post: Insurance Institute of London  
21 Lombard Street  
London  
EC3V 9AH

### **Complaints**

As part of our commitment to maintaining high levels of customer service the IIL has established a policy to ensure complaints are dealt with swiftly and completely.

We take every complaint seriously and we are committed to addressing any issues that are leading to complaints. We will reply to all complaints received within five working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.

### **Feedback**

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You'll be providing vital information to improve our procedures and processes.

Feedback can be submitted by email to [iil.london@cii.co.uk](mailto:iil.london@cii.co.uk)

**Please note:** Customer feedback that constitutes an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the IIL Complaints Policy.