

Client Bill of Rights

The Client Bill of Rights separates us from the masses of other organizations who claim that they provide great service. The Client Bill of Rights is our commitment to upholding the highest quality products, service and standards of integrity.

1. Clients have the right to expect an experienced, competent professional to manage their account. We promise that whoever handles your account will be an accredited and licensed insurance broker.
2. All Clients have the right to receive prompt follow-up to their phone calls. We will return your phone calls within the same business day if received before 4pm, or in the first 4 hours of the next business day.
3. All Clients have the right to receive a prompt response to their emails. We will respond to your email within the same business day if received before 2pm, or in the first 4 hours of the next business day.
4. Clients are guaranteed continued contact and communication while we work on your accounts. We will contact you through clear, complete and candid communication. We will be forthcoming with all transactions.
5. Clients have the right to receive insurance recommendations consistent with their needs, objectives and other relevant information.

MACKOUL RISK SOLUTIONS

