

Almaseer Charter

Corporate

1. We are a registered and regulated Iraqi Insurance company (reg no.28/2012) and ensure that we trade within the Regulations and Legal framework as required by our regulator the Iraqi Diwan (licence Certificate available on request) including the payment of fees and taxes
2. Our Company structure is in accordance with Iraqi Corporate Law, and our Accounts are prepared in accordance with International Financial Reporting Standards and audited by internationally approved Auditors, Grant Thornton in the United Kingdom.
3. We will be fair, accountable, and competent in all our dealings, and our communications with our customers are clear, honest, and transparent
4. We ensure our staff display courtesy, professionalism, and respect in all our dealings with our customers
5. We ensure that our customers' obligations and rights are protected always
6. We have an extensive range of products available which are designed to meet our customers' needs and we actively listen to and use our customers' feedback to improve our range of products and services
7. We monitor performance in all our services and provide training where gaps are identified
8. We handle all complaints fairly, effectively, and promptly in line with our Complaints Handling Procedure
9. We regularly monitor and report on all customer activities to assess performance across the business and recommend changes where appropriate
10. Products and services are designed to meet the needs of identified customer groups and targeted accordingly
11. We are committed to ensure We respect the protection of international human rights within our sphere of influence and work hard to avoid being complicit in human rights abuses and that there is no modern slavery or human trafficking in any part of our business or supply chains. This is reflected in our commitment to:
 - act with integrity and to act ethically in all our business and relationships
 - ensure our board, senior management and employees at all levels are aware of the practice of modern slavery and human trafficking
 - regularly review at board/senior management level the potential for human trafficking and slavery in our own business and that of our business partners
 - maintain fair recruitment procedures and conditions of employment
 - inform all staff of appropriate action to take if they suspect any slavery or human trafficking
 - employ whistleblowing procedures which allow any MSA concerns to be raised

We have similar expectations of suppliers, customers, business partners and others who are directly linked to our business operations, products, and services.

Customer

12. Customers can be confident that they are dealing with a company where the fair treatment of customers is central to the corporate culture

We will :-

- Provide staff equipped to understand your needs
- Respond to you with urgency
- Provide terms which are recognised internationally
- Advise you if at any time we are in breach of any legal or accounting regulations.
- Ensure that we operate with integrity and comply with not only with National and International Legislation concerning Modern Slavery and Human Trafficking but act in a manner that is ethical.

We will not:-

- Respond to your needs or to pay claims if the premiums or fees are unpaid after 30 days from renewal –or as otherwise demanded by us.
 - Retro actively reduce premiums or fees.
 - Pay uninsured claims
 - Meet any costs not directly connected with any policy or claim
 - Meet any loss which is exacerbated by your inability to acceded to our risk improvement requirements, or premium payment requirements.
13. Customers are provided with clear information and are kept appropriately informed before, during and after the point of sale
 14. Our objective that you receive a policy appropriate to your needs, however we do not give advice about levels of cover or risks you need to insure. That is a role for an Insurance Broker. If you need a broker, please enquire and we will suggest how you act on that need.
 15. Where you, the customer, receive advice, the advice is suitable and takes account of your circumstances in relation to our product range only
 16. Customers are provided with products that perform as firms have led them to expect and the associated service is both of an acceptable standard and as they have been led to expect
 17. Customers do not face unreasonable post-sale barriers to change product, submit a claim or make a complaint
 18. Our commitment to you is to endeavour to provide the highest level of insurance underwriting expertise to meet insured claims whilst also making recommendations to reduce or remove insurance risk.
 19. Our long term aim is to constantly work with you and your intermediary where you utilise their services to reduce claims and premiums. If no attention is paid to the trends in loss experience we reserve the right to withdraw cover or we will impose terms until the trend is reversed.
 20. We will make risk improvement a part of our terms and we expect these instructions to be completed in the time frame advised. Not to do so would prejudice the cover provided.
 21. If any requirements by us are deemed unreasonable we will put the matter to our international team of consultants for adjudication, or the Loss Adjusters.

Employees

22. We will only recruit employees after robust checks have been completed. Throughout the recruitment process to ensure we do not employ individuals that are facing or involved in, enforced servitude of any type or kind
23. Employee contracts are conducted in a fair, lawful and professional manner, with a written contract of service clearly outlining rates of pay and working terms of engagement.
24. We actively encourage our staff to come up with ideas to improve our service
25. We ensure that Almaseer values on how we treat our customers, which are set and communicated by Senior Management, are supported and understood by all staff:
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26. We commit to provide training on an ongoing basis to our employees on insurance matters and are constantly involved with placing risks with Insurers globally, including London company markets and Lloyds of London.
27. We commit to additional training at all levels within the company in respect of
 - Modern Slavery and Human Trafficking
 - Bribery & Corruption
 - Money LaunderingAnd have written policies in place for our employees to follow
28. We have a robust whistleblowing procedure to allow any employee to report improper conduct without the fear of reprisal