



ACE Bermuda International

Underwriting Customer Service Standards

Underwriting Documentation Standards

- **Binder Issuance**
Within 24 hours of receipt of written order.
- **Policy Issuance / Completed Coverage Documentation**
Within 30 days of receipt of all required underwriting information and documentation. This standard will be evidenced on binders. Brokers will be advised when ACE Bermuda International is in receipt of all required information.
- **Cancellation Documentation**
Within 24 hours of notice of cancellation.

General Communications Standards

Quick response and turnaround to all inquiries which demand a response from ACE Bermuda International.

- **Telephone Response**
Telephone calls returned on same day or within 24 hours if call received in the afternoon.
- **Voicemail**
Daily voicemail messages state underwriter availability. In addition, out-of-office messages for holidays and business travel inform of prolonged absences.
- **Email and Fax Communication**
Receipt of email and faxes acknowledged within 48 hours. In addition, out-of-office messages for holidays and business travel inform of prolonged absences



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