

Welcome to our Customer Charter



At Vhi, we work hard to put our members at the heart of everything we do. As Ireland's No. 1 Health Insurer, we aim to offer you the right plan for your needs and to always deliver the best member experience possible.

We will deliver on our duty of care to our members by embracing our core values; *We Lead with Heart, Courage to Create a New Future and Together We do Our Best Work.*

Across all our Vhi provided health services, our objective is to provide each individual with medical services appropriate for them. These services are provided at the highest clinical quality standard. To achieve this we ensure our clinical colleagues are fully trained and that they have an experience level commensurate with their responsibilities. We ensure our facilities are such as to enable our colleagues to provide the full extent of their expertise.

This Charter sets out our promises to you as a valued Vhi member.

- A promise of the highest quality customer service.
- A promise to listen to all our members.
- A promise to treat all our members equally and fairly.
- A promise to deal with complaints fairly and promptly.

Our promise of the highest quality customer service

- We strive to deliver the highest quality customer service in everything we do for all our members.
- We expect our colleagues to always be efficient, professional, respectful and courteous.
- We aim to provide products and services in line with our members' needs and life stage.
- We endeavour to provide information in a clear and concise manner using plain English in all policy documentation and general communications.
- We make every effort to ensure relevant information is easily accessible.
- We aspire to report in a clear and accessible way in all of our communications, including our Annual Report.

Our promise to listen to all our members

- We listen to our members continually, to deliver the highest quality customer service.
- We welcome all customer feedback on our products & services, using the responses to shape our member-focussed strategy into the future.
- We monitor satisfaction levels continually through customer research and seek improvements, where required.

Our promise to treat all our members equally and fairly

- **Equal rights:** We work hard to always treat our members respectfully, equally and fairly and are proud to be an equal opportunities employer.
- **Access:** We strive to deliver easy access to all Vhi medical facilities and services, including providing clean and accessible public office space that ensures privacy and access for people with disabilities, with specific needs and vulnerable customers.
- **Data protection:** We respect our members' privacy and comply with all regulations to ensure information is treated with sensitivity and confidentiality.

Our promise to deal with complaints fairly and promptly

We aim to address any member complaints promptly and fairly with clear procedures. If you have any concerns, you can contact us in any of the following ways:

Phone: 056 444 4444

Post: Vhi, IDA Business Park, Purcellsinch, Dublin Road, Kilkenny

Email: info@vhi.ie

Online: Complete an online form at www1.vhi.ie/help-and-support/contact

Thank you for choosing Vhi. We appreciate your business and look forward to continuing to deliver innovative benefits and quality service to you and your family into the future.