

Client Service Standards Statement

Malcolm Flowers Insurances Ltd



Committed to Excellence

Our goal is to deliver advice that leads to positive outcomes for our clients. We provide financial advice for insurance products in strict accordance with the Code of Professional Conduct for Financial Advice Services, ensuring ethical behaviour, transparency, and client care.

Respect our Clients

We treat clients with respect by understanding their unique needs and circumstances. By maintaining open communication, we ensure that our advice is clear, timely, and tailored to each individual.

Act With Integrity

We place our clients' interests above our own and craft insurance solutions based on their individual circumstances. Our team is transparent and thorough, sharing all necessary information to help clients make informed decisions with confidence.

Offer Tailored Insurance Solutions

Our approach is personal. We take the time to get to know our clients and their needs, using our access to a wide range of insurance products to recommend the right coverage without unnecessary add-ons. Every solution is custom-made to fit each client's situation.

Safeguard Client Privacy

We are committed to protecting the privacy of our clients. All personal information is collected and stored securely, used exclusively for insurance-related purposes, and handled in full compliance with the Privacy Act 2020.

Ensure Clear and Understandable Advice

We explain our recommendations clearly, ensuring that clients fully understand how their insurance solutions fit their circumstances. We also provide comprehensive disclosure statements about our advisors to maintain full transparency throughout the entire process.