



be **amazing**



honest

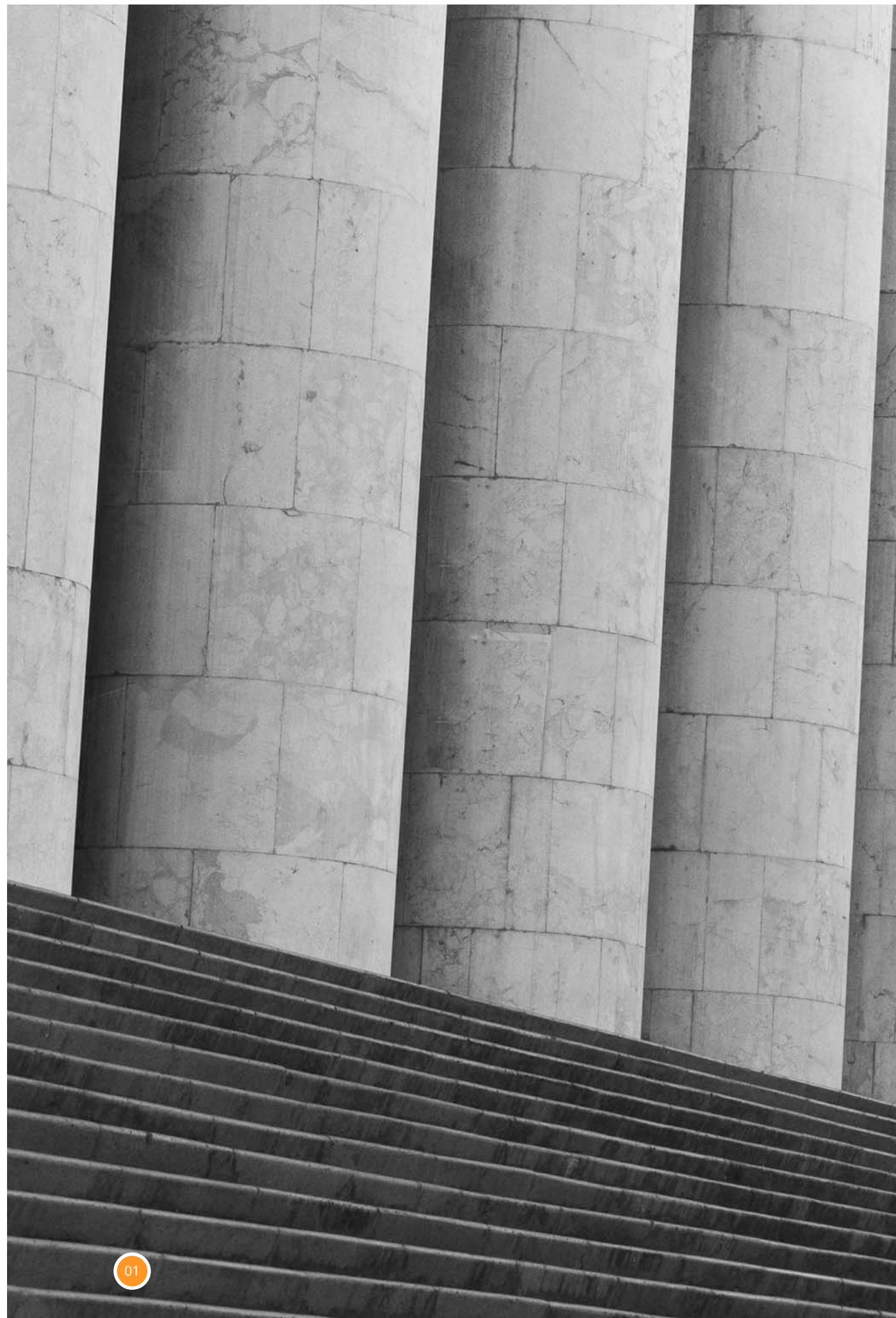


open



transparent

Telephone **0800 862 0656**
www.teacherabsence.co.uk



honest

Many people can be sceptical about cost-effective insurance policies. It's human intuition to think that if something appears too good to be true, it probably is. In many cases, customers will be unconvinced about the provider's honesty, integrity and the level of cover included in their policies.

At Teacher Absence, we believe that honesty is the best policy.

We know that staff absence can be financially costly, disruptive and time-consuming to deal with. With stringent budgets, schools need an honest staff absence insurance provider to ensure that in the event of an unexpected absence, they know exactly what they're covered for.

We pride ourselves on our honest approach to staff absence insurance. Whether you are speaking to one of our dedicated Schools Team or browsing our website, we won't hide anything. We'll never make claims which we can't back up, allowing you to shop for insurance with confidence and feel assured that you're making the best decision for your school.

Our focus is on ensuring that schools can continue to do what they do best – **be amazing**. No hidden charges, exclusions or false promises, just honest, trustworthy cover.



open

In all lines of insurance, many providers won't let you know the full details of their policy before you confirm cover.

At Teacher Absence, we do things differently!

You can access our policy summary and terms of business online, just see the downloads section on our website.

We always aim to provide clear and simple information which addresses your needs and reduces the complexity of choice. We never try to hide what is and isn't included in our policy. This allows you to be confident that the cover we offer is suitable to the individual circumstances of your school.

All our content (whether it's one of our blog posts or our policy document itself) is created with you in mind. Where we can't avoid using insurance jargon, we'll always try to ensure it's accompanied by a simple, plain English translation to ensure that you are never left scratching your head.





transparent

With scandals such as the mis-selling of PPI, as well as the fallout from the financial crisis still raw in the minds of the UK public, greater transparency is expected by customers in all areas of the financial services sector.

As a company encourage transparency in insurance and always strive to provide the best possible service and options to our schools.

Our friendly and knowledgeable Schools Team will always tell you anything you want to know about our company or the policy we offer. If there's anything you want to know, just ask, we'd be happy to help!

Our no frills approach towards staff absence insurance takes leadership in simplicity, efficiency and cost-effectiveness. We don't deal in silly gimmicks or pretentious marketing promotions. Creating clarity and reducing uncertainty about how we can help schools in this area of planning is our **number one goal**.

We are so confident in the service we offer that we are happy to make promises to all of our schools. For example, we promise to offer you the best price for your staff absence insurance. Our price guarantee ensures that if you find cheaper cover elsewhere, we'll beat it!



our **promises** to you

- We promise to offer you the **best price** for your staff absence insurance. If you find a cheaper like-for-like quote, we'll send you £100 in book vouchers to say sorry.
- We promise to review all your claims within **one** working day
- We promise to **pay all** valid claims
- We promise **not to** bombard you with pretentious and unnecessary marketing campaigns!
- We promise to **always** provide friendly and knowledgeable customer service
- We promise to use **simple, plain English** in all of our written documents and communications
- We promise to **always** explore innovative new ways to make your customer experience as simple, efficient and user-friendly as possible



Thanks!

the provider
you can trust

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