

Partner Service Charter

The Discovery Insure Partner Service Charter binds you to the highest standards of professionalism and integrity as we work together to create a nation of better drivers. As a Discovery Insure partner, we hold you to the same values as any employee of Discovery.

We do this because you are a member of our team, an ambassador of our brand and because we entrust you with the important role of providing our clients with excellent, appropriate and valuable service. This should form the very foundation for your performance.

1 Dazzle

- We strive to dazzle our clients on every interaction.
- We deliver great service, consistently exceeding even the highest expectations.
- We communicate clearly and in good time.
- We have the highest level of understanding of operational business processes, appreciating that this understanding is essential in delivering the level of service necessary.
- We deliver superior quality products and services.

2 Drive, tenacity and urgency

- Drive, tenacity and urgency are important values that we show in our interaction with our clients.
- We understand that constant feedback and regular communication with our clients are essential to our business success.

3 Business astuteness and prudence

- We understand the importance of cost containment, and that business success relies on the financial sustainability of both parties.
- We need to ensure sufficient financial controls are implemented in our business and processes.
- We have zero tolerance for fraud.

4 Great people and liberating the best in people

- We contribute to the field of expertise of our staff by encouraging skills development and are committed to transformation.
- We recognise the responsibility we carry in representing Discovery and Discovery Insure, and the opportunity this creates to build the brand.
- We run the company with the highest regard for employee satisfaction and recognition.

5 Innovation and intellectual leadership

- We understand the value of innovation and optimism and apply this when servicing our clients.
- We contribute to society by adopting environmental policies and practices.
- Like Discovery, we are leaders in our field and strive to be the very best.
- We always live and uphold the Discovery values and Discovery Insure's core purpose with integrity, honesty and fairness.