

FROM THE DESK OF
CHASE INSURANCE SERVICES

DISPUTE RESOLUTION STATEMENT FOR CHASE INSURANCE SERVICES.

AT CHASE INSURANCE SERVICES, WE STRIVE TO PROVIDE OUR CUSTOMERS WITH THE HIGHEST LEVEL OF SERVICE AND SATISFACTION. HOWEVER, WE RECOGNIZE THAT DISPUTES MAY ARISE FROM TIME TO TIME, AND WE ARE COMMITTED TO RESOLVING THEM IN A FAIR AND EFFICIENT MANNER.

IF YOU HAVE A DISPUTE WITH OUR AGENCY, WE ENCOURAGE YOU TO CONTACT US DIRECTLY TO TRY TO RESOLVE THE ISSUE. OUR CUSTOMER SERVICE TEAM IS AVAILABLE TO ASSIST YOU AND WILL WORK WITH YOU TO FIND A SATISFACTORY RESOLUTION.

IF WE ARE UNABLE TO RESOLVE YOUR DISPUTE TO YOUR SATISFACTION, WE OFFER THE FOLLOWING OPTIONS FOR DISPUTE RESOLUTION:

- 1. MEDIATION:** WE ARE OPEN TO PARTICIPATING IN MEDIATION WITH A NEUTRAL THIRD PARTY TO TRY TO REACH A MUTUALLY AGREEABLE RESOLUTION
- 2. ARBITRATION:** IF MEDIATION IS UNSUCCESSFUL, WE MAY AGREE TO SUBMIT THE DISPUTE TO BINDING ARBITRATION. IN THIS PROCESS, A NEUTRAL THIRD PARTY WILL REVIEW THE EVIDENCE AND MAKE A FINAL, BINDING DECISION.
- 3. SMALL CLAIMS COURT:** IF THE DISPUTE INVOLVES A RELATIVELY SMALL AMOUNT OF MONEY, YOU MAY CHOOSE TO PURSUE THE MATTER IN SMALL CLAIMS COURT.

WE BELIEVE THAT OPEN AND HONEST COMMUNICATION IS THE KEY TO RESOLVING DISPUTES, AND WE ARE COMMITTED TO WORKING WITH YOU TO FIND A FAIR AND REASONABLE SOLUTION. IF YOU HAVE ANY QUESTIONS ABOUT OUR DISPUTE RESOLUTION PROCESS OR WISH TO INITIATE A DISPUTE, PLEASE CONTACT US BY EMAIL AT **OFFICE@CHASEINSMI.COM** OR BY PHONE AT **616.374.1680**.