



Customer Charter

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1. Introduction

We have put these commitments in writing because we mean them. Every TopQuote customer can expect the same standard of service, from the very first conversation to long after your policy is in place.

This charter sets out the ten commitments we hold ourselves to, and what you can do if we ever fall short of them.

2. Our commitments to you

- 1. You come first** — We always put your needs ahead of our own, and any recommendation we make is based on what is right for you.
- 2. Accurate information** — We take care to give you information that is correct, clear and up to date, so you can rely on what we tell you.
- 3. Products that fit** — We match products and services to the needs we identify together, rather than to a sale.
- 4. Always in touch** — We stay with you throughout, from your first enquiry to well after your policy is in place.
- 5. A trusted network** — If we cannot help you directly, we will point you towards a provider who can.
- 6. Keeping you informed** — We will let you know about any changes that could affect your policy or your circumstances.
- 7. We follow through** — When we say we will do something, we do it, and we keep you updated on progress.
- 8. We put things right** — If we get something wrong, we will acknowledge it and work quickly to put it right.
- 9. Here when you need us** — We make ourselves available at the earliest opportunity when you need our help.
- 10. Giving back** — We donate a share of our company profits to children's charities.

3. If we fall short

We hold ourselves to the standards above every day, but if you ever feel we have not met them, we want to hear about it. Raising a concern helps us put things right for you and improve for everyone.

Please contact us on **0161 974 3710** or at **hello@topquote.uk.com**. We will acknowledge your concern promptly and keep you informed as we look into it. If we are unable to resolve it to your satisfaction, you may be entitled to refer it to the Financial Ombudsman Service.

4. Regulatory information

TopQuote is committed to treating customers fairly and to delivering good outcomes in line with the FCA's Consumer Duty. Full details of how we do this are set out in our separate Consumer Duty statement.

Version & update history

Version	Date	Details of update	Author	Approved by
1.0	27/08/2026	New document — first published version.	TopQuote	James, Principal

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