

Everything we do is centered around your needs and priorities. It's this approach that dictates every aspect of how we do business, from principles to products.

## OUR PROMISE TO YOU



### OUR CONDUCT

Every action and decision made with your best interests in mind.  
**Respectful | Transparent | Trustworthy**



### OUR COMMUNICATIONS

Whether you contact us online, via email or telephone, we're always clear and in the loop.  
**Human | Clear | Consistent**



### OUR SERVICE

Service designed to build trust and support. That means we're always useful and always dependable.  
**Dependable | Professional | Prompt**



### OUR SUPPORT

Here for the everyday moments and the moments that matter most, with compassion and care. As part of the Benefact Group† we're also making a meaningful difference within your community.  
**Proactive | Caring | Giving**



### OUR PRODUCTS

Arranging products that meet your needs and are designed to provide value. Acting with honesty and dedication to consistently deliver a high standard of service that meets your needs.  
**Fair | Straightforward | Trusted**

Our promise is backed by monthly client surveys, which found that those respondents who received a quote or renewed their business with us:

**100%**

felt Cliverton acted in their best interests.

**100%**

of clients who obtained a quote with us, felt Cliverton understood their needs.

**100%**

of renewal customers are satisfied with our service.

Monthly survey carried out by Benefact Group in 2025. Results based on 142 responses.

†Benefact Group is the 3rd largest UK corporate donor over a decade.

**Cliverton**  
Insurance Brokers

Cliverton is a trading name of Lycett, Browne-Swinburne & Douglass Limited who are authorised and regulated by the Financial Conduct Authority.