



CUSTOMER CODE OF CONDUCT

At Strum Insurance, we value the relationship we have with our clients and employees above all else, which is why we want to ensure that both feel **SAFE, RESPECTED AND CARED FOR** in Strum's workspaces.

To ensure a mutually beneficial relationship, we ask that you follow our **PILLARS OF RESPECT** as we work together to protect you and your most valuable possessions.

WE SHARE A JOINT COMMITMENT TO:

1. Provide professional service that exhibits a high ethical standard and includes acting with **HONESTY, INTEGRITY, FAIRNESS AND SKILL**.
2. Keep one another informed about changes to policies, claims and individual situations to ensure that you and your property are properly **PROTECTED** while your personal information is kept **SECURE**.
3. Valuing one another's time to ensure clear communication and understanding.
4. Working together to ensure that clients and staff are treated with **PATIENCE** and **DIGNITY**.
5. A zero tolerance policy for physical, verbal or emotional abuse.