



# SERVICE LEVEL AGREEMENT (SLA)

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Linko Insurance Agency (The Agency) provides Insurance services for all **GINGER** customers in a timely and professional manner.

We commit to offer the very best professional service based on fairness, transparency, simplicity and proficiency to our customers and their families in the utmost privacy.

Our SLA is based on the Insurance Commissioner's service treaty for Insurance agencies and Agents. His treaty from May 1, 2018 and takes into consideration the customers reasonable expectations from the service providers.

- ★ The agency will provide a response within 7 working days to any request for a meeting or phone call
- ★ The agency will provide efficient communications to customers within 2 business days replying with clear and proper answers
- ★ The agency will provide authorisations and documents, to both the customers and the insurance companies within 7 business days
- ★ The agency will provide within 3 business days any documents related to the customer including previous customers
- ★ The agency will provide claim information and processes and options available for the claim process within 2 business days

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Throughout your time with us, if there is any change in you or your family's health and well being please update us. This includes changes in place of employment, family status, health status etc...

Thank you for choosing us: Linko is a full service insurance agency offering all types of insurance.

Oshrat Ben Moshe the CEO and owner of Ginger is responsible for the customer service and can be reached at [oshrat@gingerbit.co.il](mailto:oshrat@gingerbit.co.il) and/or 0523977679

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**Office hours:**

Sunday – Thursday 8:00 – 16:00

Sderot Rokach 101, Tel Aviv, 3rd floor



CONNECTING FINANCE & INSURANCE SOLUTIONS