



A Hilton-Approved Program from Hotel Business Insurance



These are considered minimum service standards and we will guarantee to meet or exceed them.

Compliance with franchise brand standards

- We **GUARANTEE** that the coverages offered in the HBISignature Insurance program can meet and/or exceed the insurance requirements specified in the brand standards for your specific Hilton Hotels franchise. We will ensure that our certificates will meet the minimum requirements for 100% compliance with your Hilton Franchise agreement, or we will inform you where you have chosen not to be in compliance.

Accessibility to the needs of our clients

- Hours of Operation – 9 a.m. (EST) – 7 p.m. (EST)
- 24-hour claim reporting
- Web-based client interface

Quick turn-around response

- Client phone calls and emails will be returned within the same day
- Insurance certificates will be issued within one working day
- Applications will be submitted to the participating carriers within two days of receipt of complete information

Professional and knowledgeable staff

- Brand Standard Compliance Checklists
- Evidence of insurance coverage will be issued to our clients prior to the expiration date of the policy
- Client confidentiality of financial or sensitive information

Claims advocacy

- Claims team manager available to assist with all large and/or difficult claims issues
- Confirmation of a claim received in our agency will be sent out the same day as the claim was received
- Communicate adjuster assignment to the claim as well as their contact information

Client feedback

- Regular customer surveys
- Evaluations measured based on the world-class service standards of the Hilton family of brands



**HOTEL
BUSINESS
INSURANCE**

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YOUR COMPLIANCE SPECIALISTS