



**BSA Claims Solutions
Claims Administration, Management & Adjusting Firm
2024 Code of Conduct**

Our Purpose:

Dedicated to delivering outstanding customer service to both carriers and policyholders, BSA Claims Solutions strives to offer the highest quality claims handling practices and deliver the best professionals, procedures, and technology to meet the needs of our clients.

- B- Believe in conducting business fairly and ethically
- S- Strive for excellence for ourselves and clients
- A- Adhere to our core principles of integrity and commitment

BSA is committed to conducting business with integrity and in compliance with all applicable laws and regulations. This code of conduct and ethics outlines the standards of behavior expected from all staff, contractors, and directors reflects the values and principles that guide our company's operations.

Honesty and Integrity

We require honesty and integrity in all aspects of our business. We expect staff to act with integrity, to comply with laws and regulations, and to prevent conflicts of interest. We also expect staff to maintain the confidentiality of confidential and proprietary information.

Fairness and Respect

We believe in treating everyone with fairness and respect. We do not tolerate discrimination or harassment of any kind. We also promote a culture of inclusion, where all staff are valued for their unique perspectives and contributions.

Safety and Health

We are committed to providing a safe and healthy work environment for our staff. We expect staff to comply with all safety and health policies and procedures, to report any safety or health concerns, and to take responsibility for their own safety and the safety of others.

Environmental Responsibility

We are committed to minimizing our environmental impact and promoting sustainable practices. We expect staff to comply with all environmental policies and procedures, to reduce waste, and to conserve energy and natural resources.

Compliance With Laws and Regulations

We require compliance with all applicable laws and regulations. We expect staff to understand and comply with laws and regulations relevant to their roles and responsibilities.

Reporting Rights And Responsibilities

If you become aware of a circumstance or action that violates, or appears to violate, the Code of Ethics and Conduct, enterprise policy or applicable law, contact your supervisor as soon as possible. You have a further personal right and responsibility to report any circumstance or action that violates, or appears to violate, the Code of Ethics and Conduct, enterprise policy or applicable law. You must use these reporting rights responsibly and must report issues only where you reasonably believe there has been a violation, and not where the report is intended to be harassing, is based on opinion only or is otherwise trivial. You can raise a question or concern or make such a report to your supervisor, local management, local or corporate human resources teams or Legal Services. You always have the option to anonymously report a suspected violation by emailing “reportit@bsclaims.com.

Consequences Of Non-Compliance

Violations of this code of ethics may result in disciplinary action, up to and including termination. We encourage staff to report any suspected violations of this code of conduct and ethics, and we will investigate all reports promptly and thoroughly.

Conclusion

This code of ethics reflects our commitment to conducting business with integrity and in compliance with all applicable laws and regulations. It is an essential tool to help BSA maintain a culture of ethical behavior and accountability. This document is reviewed and updated annually.