

## Policy Statement:

Our customers are at the heart of everything we do. This policy outlines our commitment to you as a stakeholder, and what you can expect from working with us.

## What Our Values Mean for You:

**Trust** – We are transparent in our approach and will always do the right thing to be fair to all, acting with integrity. We deliver on our promises. We communicate effectively and honestly. We offer quality guaranteed. We admit when things have gone wrong and do our best to put things right. This enables long lasting, loyal relationships to thrive.

**Commitment** – We are committed to our purpose, our vision, our colleagues, and to all of our stakeholders making us reliable and accountable in all that we do.

**Respect** – We treat our stakeholders with respect at all times. We do this by listening to and acting on feedback, by recognising and being understanding of different situations, needs and preferences. We place equal value on the abilities, qualities and achievements of all and prioritise inclusion. We act with dignity, fairness, courtesy, politeness, kindness and empathy at all times. We welcome diversity and we value collaboration. Being respectful goes a long way with all stakeholders and is the foundation of our customer service excellence.

**Passion** – We have passion for using business as a force for good in this world. Being passionate about our purpose brings us contentment and the motivation to achieve our goals.

**Innovation** – We take time to understand, learn, and improve from our experiences. We actively encourage new, bold ideas and action. We are strongly motivated to innovate. We share our expert knowledge and experience and seek alternative perspectives. We prioritise always finding a better way, and this ultimately enhances the impact we make.

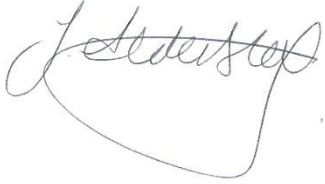
## Our Commitments:

- Respond to all email enquiries as quickly as possible, and within 4 working hours\*.
- Respond to all instant messaging enquires through the website as quickly as possible (and in most instances under 2 minutes)\*.
- Promptly answer your calls\*.
- Acknowledge all complaints within 48 hours\*. A full investigation will then be carried out, and corrective action(s) established. This will be communicated formally to you in a timely manner.
- Contact you by your most preferred method where possible.
- Endeavour to make contact by telephone for any urgent matters in the first instance (unless you have specified otherwise).
- Provide you with a dedicated Account Manager or Team.
- Actively seek, listen and take action on your feedback in order to develop our services, and communicate results from our customer satisfaction surveys so you know what to expect from us in the future.
- Meet all our compliance members' obligations to the satisfaction of the regulator.
- Strive to never lose a customer due to inadequate customer service.

\*Please note our working hours are 09:00 to 17:00 Monday to Friday (excluding bank holidays).

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Authorised By:



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