

TREATING CUSTOMERS FAIRLY

As a business we need to ensure that the fair treatment of customers forms the basis of our service offering. This will be done by initiating a Client Manager visit within 6/8 weeks of any successful funding enquiry.

With a vastly experienced team our service offering will make sure that having assessed the clients needs we identify the product/service that best suits their individual requirements. Whenever a client gets advice we will make sure it is appropriate to their circumstances.

With effective communication we will make sure our clients are kept fully informed at all times following our introduction.

Having ensured that our clients are provided with products/services that perform as expected, and the associated service is of an acceptable standard we will continue to make sure that the client understands and is happy with our service and highlight what action can be taken in case of a problem.

Our Client Management will make sure that our clients do not face unreasonable post-sale barriers to change product, switch provider, or submit a claim/make a complaint.