



# Our commitment to you - Our customer

- ▶ We will endeavour to explain the service that we provide, including the true cost, benefits and consequence of any product or service you buy from us.
- ▶ We will ask a number of questions that will enable us to fully understand your circumstances, needs and budget.
- ▶ Your personal information will always be treated in the strictest confidence.
- ▶ We will strive to make strong relationships with product and service providers to ensure they mirror our commitment to you.
- ▶ We will always explain paperwork to you in a way you understand and support our advice with timely and easy to comprehend documentation.
- ▶ We aim to ensure that you are encouraged to purchase the right product or service to meet your short and longer term needs.
- ▶ On occasions that we feel it is appropriate for us to charge a fee for our services, we promise that it will be reasonable and justifiable.
- ▶ We will always attempt to give you the best advice - even if it means losing your business to a competitor.
- ▶ All of our team will be professional and courteous to you - even if they are not directly involved in your business.
- ▶ If you are unhappy with the service we provide we will take your complaint seriously and attempt to resolve the matter to your complete satisfaction.