

OUR SERVICE PROMISE

WE PLACE OUR CLIENTS AT THE HEART OF EVERYTHING WE DO

As a trusted, professional financial services partner to over 9,000 businesses worldwide, we're committed to providing excellent customer service to all of our clients, whenever you deal with us.

As a member of UK Finance, we adhere to its Code of Conduct and Our Service Promise provides a clear benchmark of what you can expect from us. Our dedicated teams aim to support you at all times, getting to know your business so that we understand the challenges and opportunities you encounter. If, for any reason, we fall short of this, let us know and we'll do whatever we can to put it right.



WE WILL BE CLEAR, HONEST AND STRAIGHTFORWARD

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**WE BELIEVE
CLARITY AND
TRANSPARENCY
HELP TO BUILD
RELATIONSHIPS
AND TRUST**

We promise:

- To always be available to offer clear explanations of our services and fees
- To make our legal documents clear and straightforward
- To display our full terms and conditions on our website
- To assign you with a dedicated contact who will support you, with responsibility for:
 - Providing an offer letter detailing all terms of the Agreement including fees and funding conditions
 - Answering any questions you may have regarding the legal documentation or any other aspects of the facility
 - Honest and open communication regarding our additional services tariff
 - Clearly communicating all aspects of the day to day operation of the facility

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**WE BELIEVE
OUR INDUSTRY
EXPERIENCE
ENABLES US TO BE
PROACTIVE AND
RESPONSIVE IN THE
WAY WE SUPPORT
OUR CLIENTS**

WE WILL UNDERSTAND AND SUPPORT YOUR BUSINESS

We promise:

- To communicate in straightforward language, showing empathy and understanding of your concerns and priorities
- To understand your businesses and how it operates, tailoring the services we provide to match your requirements
- To listen carefully, anticipate and understand any challenges facing your business
- To proactively contact you to discuss how our services are meeting your needs at least once per quarter
- To discuss any necessary amendments to your agreement with us before making changes
- To respond to any requests for amendments to your facility within 24 hours, providing you with a decision in principle within 48 working hours
- To offer a range of flexible services to support your business both now and and in the future

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**WE BELIEVE THAT
OUR RELATIONSHIPS
SHOULD BE BASED
ON STRONG
COMMUNICATION &
UNDERSTANDING**

WE WILL MAINTAIN STRONG COMMUNICATIONS

We promise:

- To guarantee friendly, clear and quick responses to requests and enquiries
- To be available within our working hours, Monday to Friday from 9am to 5pm
- To respond to any message left outside working hours before 10am the next working day
- To respond to any day-to-day request or enquiry within 4 hours and within 24 hours if escalation is required
- To notify you of any changes to your dedicated point of contact with at least one weeks' notice, and to undertake a formal handover meeting to ensure a smooth transition

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WE AIM TO WORK WITH YOU TO PUT THINGS RIGHT IF YOU HAVE ISSUES OR CONCERNS



WE WILL TREAT CUSTOMERS FAIRLY, IMPARTIALLY AND WITH CONSISTENCY

We promise:

- To respond and acknowledge feedback or complaints by phone or email within 4 hours of receipt
- To endeavour to resolve any complaint within 48 hours to keep clients informed throughout the process
- To escalate complaints where a resolution has not been found within 48 hours
- To use client feedback, comments and complaints to help us improve our services in the future
- For full details of our Feedback Commitment, please visit our website [CLICK HERE](#)
- To abide by the UK Finance Standard Framework at all times. The code of conduct supporting guidance is complemented by an independent complaint procedure for businesses that feel they may have been treated poorly by a UK Finance member – this is independently arbitrated and managed by The Ombudsman Services. Further information can be found at www.ukfinance.org.uk