

Our Commitment To You – Our Customer

-  **We will endeavour to explain the service that we provide. 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, 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 staff 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.**