

OUR TEAM COMMITMENT TO YOU

- **Your financial affairs will be kept confidential at all times.**
- **We will work together to achieve your financial goals and always within the limits of the law.**
- **You will receive friendly, courteous service. You will be respected and not taken for granted.**
- **Dealing with us will be easy and enjoyable.**
- **Our service may not always be the cheapest but will always be of exceptional quality and value and presented professionally.**
- **We will be honest, truthful and “upfront” with you at all times.**
- **We will communicate with you frequently and openly as we build a long term partnership with you.**
- **You will always be able to seek our advice and assistance.**
- **We will acknowledge all phone calls as soon as we are able and always within one working day.**
- **Your feedback is important to our continuing to innovate and improve. We’re always looking forward to your ideas , your comments and suggestions.**
- **We will honour our commitments to you absolutely.**