



## Customer Service Charter



Capital investment decisions are critical to the financial viability of all organisations. Whether you are a sole trader, government body or an international conglomerate, the principles are still the same: a poor investment – or no investment at all – could leave your business in a position where it cannot compete effectively in the marketplace. Key to this decision is not what to invest in, but how to finance the investment.

Even for cash rich companies, leasing and finance options provide a wide range of business benefits, from taxation savings and budgetary control to maintain existing lines of credit or working capital. Our knowledge from writing many finance agreements has given us a clear understanding of what you, the customer, requires from a leasing and finance company. With your feedback, we have been able to develop our customer charter.

- **Competitive pricing.** At all times we aim to offer competitive rates.
- **Simple, ethical and easy to use finance documentation.** All our agreements operate to guidelines set down by the Finance and Leasing Association.
- **Acceptance of credit.** We work with a range of finance companies, our objective being to ensure that we can gain your organisation a credit facility.
- **Quick and efficient response to your questions.**
- **Product and services.** Available to you are flexible finance agreements from one to five years, repayments being made monthly, quarterly, termly or yearly. There are various agreements including lease rental, systems exchange and business loans to suit your financial requirements.
- **Personal requirements.** Listening and understanding to your personal requirements, whether it is dealing with confidential information or regarding to your vendor.
- **Consistency and quality of ongoing service.** Many customers are not just interested in the immediate agreement they are discussing, but the ongoing support to obtaining paperwork, upgrade figures or assistance with vendors.
- **Customer confidentiality.** At all times, we respect your need for confidentiality when handling potentially sensitive information.