

# IN OUR DRIVE TO DELIVER AN EXCEPTIONAL CUSTOMER EXPERIENCE WE WILL...



## LISTEN

We will take the time to understand each customer's needs and circumstances, ensuring the support we provide enables them to make informed decisions with positive outcomes.



## BE OPEN, HONEST & PROACTIVE

We will be open, honest, and transparent at all times. We will communicate simply, proactively and consistently, ensuring our customers are kept fully informed throughout every stage of their journey with us.



## SAY IT, MEAN IT, DO IT

Before making any promise, we will ensure it is achievable, and we will consistently honour every commitment we make.



## RESPECT & RECOGNISE

We will treat every customer with respect and empathy. We will respond promptly, take responsibility for errors, and consistently deliver on the commitments we make.



## LEARN, ADAPT & EVOLVE

We will consistently develop our people and use customer feedback to adapt, enhance, and refine our services to deliver better outcomes.

