

Customer Service Commitment

‘Delivering a service that we are proud of; making it easy for our customers to engage with the right person at the right time by taking ownership and ensuring they get the answers to their questions.’



Delivering our commitment

In every interaction with our customers, we will:

Care about the individual



Create a **personal connection**, with **compassion** and **empathy**



Set expectations, keep customers **well informed**, be **open** and **honest**



Match our **customer language**, **reduce jargon** and acronyms

Care about getting it right



Understand the **root of the problem**, before focusing on the **solution**



Actively listen, **answer in full** and anticipate **future needs**



Make it **easy** for our customers, try to get it **right first time**.

Care about our service



Use **positive language**, focusing on what we **can do**



Put our **customer first**, taking **ownership** for the **experience** we create



Welcome **all feedback**, always seek to **improve**