



CUSTOMER SERVICE PRINCIPLES

OUR PRINCIPLES

We are committed to delivering a high standard of service by understanding customer needs and listening to feedback.

SHOW WE CARE

When interacting with customers, we are:

- Knowledgeable and helpful
- Responsive to customer needs
- Fair and reasonable
- Open and honest
- Professional, courteous and friendly
- Respectful of diverse backgrounds, experiences and perspectives.

BUILD TRUSTED RELATIONSHIPS

When working with our clients, our people:

- Consult and engage regularly
- Share and exchange information
- Work collaboratively to achieve positive outcomes
- Build and maintain valued relationships.

DELIVER RESULTS

The services we provide are:

- Accessible and informative
- Accurate and reliable
- Timely and where possible, issues are resolved in the first instance
- Delivered with customer expectations in mind
- Quality-focussed.

STRIVE TO BE BETTER

To improve our customer service, we:

- Actively seek feedback and manage customer complaints
- Measure and report our performance
- Continuously review results
- Identify and implement process and other improvements.