



# Chartered Banker

Leading financial professionalism

## *Customer Services Charter*

### **Mission Statement**

At the CIOBS we are committed to providing a high standard of customer service to all our current, prospective and past members. We aim to provide a professional service which satisfies all customer enquiries by giving clear, consistent, accurate and prompt information.

### **Our Promise to You**

When you contact us we will:

- Be welcoming and courteous
- Be fair and respectful
- Be helpful and responsive
- Provide good quality information relevant to your needs
- Communicate clearly
- Let you know how to make suggestions for improvements
- Keep you informed
- Aim to minimise the number of customer queries that have to be passed on to other staff – when we pass your enquiry to another staff member, we will pass on your personal details and the nature of your query so that you do not have to repeat it
- Be responsive to the special needs of any of our customers
- Deal with complaints about our service promptly and in accordance with the standards set out in our **Customer Complaints Procedure**

### **You Can Help Us To Help You By**

- Giving us all the information we need to help you
- Letting us know if you have any special needs
- Telling us how we can improve our customer service
- Asking us to explain anything you are unsure of.