

Customer Charter

We've listened to what matters to you, and to meet these expectations we have committed to five principles to keep our customers at the heart of our business, giving you the experience you deserve and expect.

You told us:

Be **proactive**,
keep me informed



We will:

Set expectations
accurately and keep
you updated when
things change

Make it
easy for me



Make all interactions
clear and simple

Show you
understand me



Treat you as an
individual, taking into
consideration your
specific needs and
circumstances

Do what you
say you will



Keep our promises
to you, and fix your
issues first time

Show me
you **care**



Go beyond the
transaction, showing
empathy and taking
the time to listen to
what you have to say