

## **Grosvenor's Customer Commitment**

At Grosvenor Credit Management & Investigations Ltd, the relationships we have with our partners and customers we meet are incredibly important to us. We are committed to putting our clients and customers first, providing exceptional service and achieving the best outcomes we can.

We believe that strong relationships are the foundation of our success, and that the best results are achieved when we foster two-way partnerships. At every level of our business, we strive to build two-way partnerships based on trust, integrity and respect.

There are six core commitments which underpin our approach to every interaction we have:

### **1. Accessibility**

At Grosvenor, we are committed to ensuring that we take the time to understand your needs and provide the assistance that best meets those needs. We aim to provide our partners and customers with as much access as they need to our teams so that we can always be on hand to find resolutions.

### **2. Responsiveness**

We pride ourselves on responding to enquiries in an efficient, timely manner. We are continually looking for ways to improve our servicing offering and, for this reason, we greatly value your feedback.

### **3. Privacy**

We take all reasonable precautions to protect the information you give us. We do not disclose your information to other parties unless you give us permission to do so (or are required by law). We ensure our service providers adhere to these same standards.

### **4. Transparency**

We believe that transparency is one of the most important values. We are committed to clearly explaining our services and the potential outcomes for all parties of any action taken.

### **5. Communication**

We aim to keep our clients and partners up to date through regular communication and, wherever possible, we aim to use simple language that is easy to understand. We believe that effective communication is key to strong relationships.

### **6. Excellence**

We strive for excellence in everything we do. We are committed to applying our knowledge, innovation and intelligence to develop services that are fair to our customers and partners and achieve the best possible outcome for all involved.