

# Our customer service ~~charter~~ *promise*

You're at the heart of all that we do. You're the reason we're here. Our customer service charter is a promise we share. It represents our commitment to each other and to those of you we are here to serve.

**We take the time to get to know you.** Some things can't be hurried. We appreciate that decisions can often be hard to make. Even though your needs might change, we'll be with you all the way.

**We care about what you think.** Your feedback, complaints and ideas help us to improve. Our integrity depends on living up to our word and the promises we make to you.

**You won't be judged.** You're always safe with us. Our caring about you begins with understanding.

**We welcome you exactly as you are.** You're unique and special. You connect us to the wider world and inspire us to see and imagine things differently.

**You're at the heart of everything we do.** We strive to make your dreams, plans and goals come true.

**We're reliable, you can count on us.** We do what we say. We stand with you.

**We'll always do our best for you.** We're proud to serve you. We openly offer you all our professional knowledge, dedication and care.

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**We are proud to say that our customers and staff developed the Uniting Customer Service Promise together.**