

## Our customer promise

We will be helpful, caring and responsive to your needs, always aiming to get it right first time.

If things go wrong, we will take responsibility and put them right.

We will listen to and use your feedback to improve our services.

We will use plain English in our communications with you.

We will help you get access to our services, if you need help.

We will respond quickly and keep you informed.

We will protect your personal information and keep it secure.

We will provide easy and convenient online services which you choose to use instead of other ways of contacting us.

## What we ask you to do

Give us the right information at the right time.

Tell us when something goes wrong so we can put it right.

Use our online services where possible so that we can continue to help those most in need.

Treat us politely and with respect.