

Green&Co

CLIENT CARE CHARTER

To be effective, we believe that **professional relationships** need to be based on mutual trust, mutual support and mutual integrity.

We only want to work with clients who share our belief in the importance of these principles.

We will always.....

- Keep you fully informed about what's happening with your affairs and complete every task on or ahead of time;
- Maintain the friendly, approachable, attentive level of service our clients are used to;
- **Go the extra mile** to look out for new ideas that could help you build an even more successful business and achieve your goals;
- Respond to every telephone call within the time frame we have agreed with you;
- Maintain the high standards of integrity, honesty, professionalism and confidentiality that you rightly expect from us;
- Refer our contacts to you where we believe they could benefit from your products and services;
- Do what we say we are going to do, when we say we are going to do it.

You will always.....

- Maintain the high standards of integrity, honesty, and openness that we rightly expect from each other;
- Provide us with any information and answers we need to carry out our work, within the mutually agreed timescales;
- Tell us **immediately** if we do anything that you are in any way unhappy with;
- Pay our fees within the agreed terms;
- Refer contacts to us where you believe they could benefit from our help and advice.

