
In General

- ✓ We will respect our customers
- ✓ We will provide prompt, friendly, courteous and efficient customer service and, at all times, remain professional
- ✓ If you are making a request that requires action, we will provide you with a reference number to quote, if applicable, should you need to re-contact us
- ✓ We will take ownership of your enquiry, follow-up and keep you informed of progress to completion
- ✓ We will be realistic about what we can do and in what timeframes
- ✓ We will provide you with accurate and consistent information
- ✓ We will show respect for your privacy in your dealings with us and the confidentiality of information discussed
- ✓ We will strive to excel in providing excellent customer service through continuous improvement, customer surveys and identification of new technologies to assist in the customer experience
- ✓ We will actively seek your feedback on our services to ensure they meet your needs

On-Going Commitment

We will:

- ✓ Continually improve our speed of response in handling enquiries from customers by ensuring our information is in a format that can be easily accessed and understood
- ✓ Provide responsive and reliable services that meet the expectations of our customers
- ✓ Provide a consistent, co-ordinated and proactive service. Customer service employees will be able to identify if the customer needs extra help or advice and will help resolve problems and take personal responsibility for them
- ✓ Make sure the customer experience is consistent, whether in a telephone, email or postal exchange or correspondence
- ✓ Treat our customers with respect, courtesy and friendliness, being receptive to all customer feedback
- ✓ Ensure our employees are skilled and able to provide high quality customer care

Contacting us by telephone

- ✓ We will endeavour to answer all telephone calls within 20 seconds of the first ring. When answering the telephone, staff will clearly state their first name and section
- ✓ Phones will not go unanswered. If the person you are contacting is unavailable, the call will be forwarded to someone who can assist
- ✓ Where messages are left on voicemail, they will be returned within one business day
- ✓ The staff member who answers your call will aim to answer your enquiry there and then. If we cannot answer your enquiry or transfer you to the right person straight away, we will take your details and ask someone to contact you
- ✓ We will advise you of any delays and offer suitable options or offer to return your call
- ✓ When returning your calls, staff will clearly state their first name, their section and their reason for calling
- ✓ We will introduce ourselves using first names and business unit name and provide a direct contact number for further communications, where necessary
- ✓ We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls
- ✓ Where possible, when customer calls are transferred internally, we will introduce your call to the recipient so as to reduce the need for you to explain the purpose of your call multiple times

Contacting us by email

- ✓ We will respond to all emails received by our Customer Service Centre within 24 hours (business days)
- ✓ All other service & technical departments will respond fully to your email within 24 hours, unless you receive an 'out of office' notification to your email advising that the staff member is unavailable. The notification will include contact details for urgent enquiries and a date when the staff member will be available to reply
- ✓ We will write to you in clear, concise language that is easily understood
- ✓ We will send out standard information to you within 24 hours of receiving the request via the Customer Service Centre
- ✓ If your enquiry requires in-depth research or follow-up that will take longer than 24 hours, we will acknowledge your correspondence, and where possible, provide an expected completion date and details of the employee responsible for the response

Via the internet or social media

- ✓ We will maintain our website with relevant and up-to-date information that is easily understood and accessible
- ✓ We will post interesting, engaging, relevant and up-to-date information on our social media platforms that encourages interaction and feedback
- ✓ We will respond to enquiries and posts on our social media platforms in a timely and professional manner

Contacting us by letter or fax

- ✓ If you contact us by letter or fax we will try to respond fully within two working days unless, for example, your query is complex or involves several departments
- ✓ In this case, we will acknowledge your letter within two working days of receipt and let you know who is looking after your query, what action we are taking, and when a reply can be expected

Complaints

- ✓ We aim to reply to all complaints within two working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint and when we will reply
- ✓ If you are not happy with the response you can ask for the complaint to be escalated to the appropriate manager, who will investigate the complaint for you

Measuring and improving the quality of our service

We will measure and improve the quality of our service by:

- ✓ Conducting an annual 'Customer Satisfaction Monitor' survey
- ✓ Obtaining feedback from our customers using feedback forms and customer service surveys
- ✓ Implementing quality training activities for our staff
- ✓ Using key performance indicators in corporate and business planning
- ✓ Using effective internal systems and corporate reporting to measure our performance
- ✓ Recognising our staff for customer service delivery excellence

Helping us to help you

You can help us to meet our commitments to you by:

- ✓ Being courteous, polite and respectful of our employees
- ✓ Respecting the rights of, and provide courtesy towards, other customers
- ✓ Being open and honest with us by providing accurate and complete details when contacting us
- ✓ Letting us know when your situation changes, for example, your address or personal details change
- ✓ Contacting the employee referred on any correspondence sent to you and quoting the reference number – if applicable
- ✓ Using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue
- ✓ Working with us to help solve problems
- ✓ Telling us where we fall short on our service in any aspect so that we may improve our services to you
- ✓ Helping us recognise our employees by telling us when you have received excellent customer service

Feedback in regards to the service provided by Amaryllis can be sent to:

feedback@amaryllisgroup.com

and we welcome your comments.