



Sesame Bankhall Group - Service Charter



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We want to ensure that our partnership allows you to work effectively and, run your business with as little complication as possible; sometimes it's better to keep it simple.

Our aim is to provide you with the service you need to run and grow your business. In addition we will, listen, support and work with you, to ensure you're able to give your clients the best experience, keeping the customer at the heart of everything.

To make this possible, we will use this charter as our promise to you.

SBG Service Commitments

We believe that a culture of reciprocal honesty, communication and ownership builds trust and relationships that will last.

Our 3 commitments to you are:

Honesty – Behaving with integrity

- We will find solutions and set expectations to your queries , keeping you updated every step of the way
- We will be clear, concise and open with you, can count on us to do the right thing
- We will always aim to give you an answer within a realistic time-frame and will always keep you updated until your query is resolved
- If we make you a promise, we will keep it

Communication – Keeping you informed every step of the way

- We will adopt a resolve or respond approach to your requests, aiming to resolve your query at the first point of contact
- We will put people first and always try to communicate with you in a way that suits you

Ownership – Taking responsibility

- We will aim to give you a single point of contact to resolve your query. If we do need to pass you onto another department or individual, we'll ensure a seamless handover, as well as informing you of your new point of contact.

By delivering our Service Commitments as we work with you, you will be able to trust that the service, knowledge & support that you receive is of the highest standard. In turn, we believe that this will build and solidify a strong working partnership between us that will enable your business to grow and allow you to focus on your clients.