

# **Rickerby Limited**

## **Treating Customers Fairly**

### **Policy statement**

At Rickerby Limited we pride ourselves on being able to deliver the best possible support to our customers, for our credit brokerage business

Our aim is to provide

- a quality service to clients requiring an option to take finance on the purchase of agricultural and horticultural equipment and will do this by putting in place agreements with finance providers.

This aim is to reflect the culture and philosophy that is central to our activity. We recognise, however, that to fulfill this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor activities to ensure that each customer's enquiry is treated consistently and that any advice given is in the customer's best interests
- Continually assess the services and suppliers we provide to ensure we can meet changing requirements.
- Provide documentation to clearly and unambiguously explain how our offerings work.
- Empower our staff to ensure any concerns raised by customers are immediately addressed.

We will constantly monitor our ability to achieve these standards through:

- Regular written assessments of individual performance.
- Benchmarking performance against quality standards.
- Internal and external file checks and audits.
- Customer satisfaction surveys