

Statement of Business and Consumer Responsibilities

Our company commitments

We aim to act fairly and responsibly at all times. This note sets out some of our key responsibilities and what we ask of you, to ensure that the relationship works well for both of us.

- We will act responsibly and aim to provide a product that is beneficial for you with the ultimate aim of claiming and saving you money.
- We will aim to provide you with information about our products and services and how they work, in a clear and understandable way, so that you can decide what's best for you and your needs.
- We will endeavor to make sure our products and services offerings, wherever possible, meet the flexibility that our customers need.
- We will treat you fairly and reasonably at all times and make sure that you are provided with a high level of service.
- If you tell us about any inaccuracies, for example around the personal information we hold about you, we will act quickly to put it right.
- We will always aim to help you when we see, or you tell us, that you are having trouble understanding what we are offering to you as a customer. We will seek to understand your overall circumstances, try and identify options that help you claim and save money.

What we ask of you

- We ask you to think carefully about whether you need to use our services, and to be open in your dealings with us and the information you provide us.
- If you engage with us, take care of any online log-in details and other security information to help prevent fraud and help us to protect your account.
- Tell us as soon as possible if your log-in's are stolen, or if you know or suspect someone is misusing your confidential information e.g. your online log-in details.
- Carefully check your account information, that they are accurate. If anything isn't right, please get in touch with us.

Please let us know if:

- Your contact details change, so we can keep our records up to date.
- Your circumstances change, particularly if what's happened is likely to cause you difficulties in managing your account or financial problems.