

Bottomline Customer Charter

The way we treat our customers is of paramount importance to our organisation.

We firmly believe that customer care should be established within our culture as well as a fundamental part of our corporate objectives.

As part of our commitment to you we will:

Ensure customer satisfaction remains at the head of our corporate vision

Customer Care Programme owned at Executive level

Everyone has customer satisfaction as a core objective

Measure satisfaction rates and prioritise areas for improvement

Listen, and look to build long term relationships

Make it easy for you to deal with us

Do everything we can to help you achieve your goals

Communicate effectively

Ensure all contact information is up to date

Respond to every communication in a professional and timely manner

Always give you the opportunity to speak to somebody

We take ownership and responsibility

You should be aware at all times who owns the response to your question or issue

You should be aware at all times the timescales for response or resolution of your question or issue

Afford courtesy and act with professionalism at all times

Feel valued as a client

Receive clear and consistent communication regardless of who you speak to

Be welcomed with suitable greeting and hospitality at all of our sites

All employees act as role model ambassadors when on company business

