

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
- 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

Take ownership and responsibility

- You will be aware at all times who owns the response to your question or issue
- You will be aware at all times of the timescales for response or resolution of your question or issue

Afford courtesy and act with professionalism at all times

- You will feel valued as a customer
- You will receive clear and consistent communication from all you speak to
- You will always receive a warm and professional welcome at all of our sites
- Employees will represent the company in a professional manner at all times



Europe, Middle East, Africa
115 Chatham Street
Reading, Berkshire RG1 7JX UK
tel +44 118 925 8250
fax +44 118 956 9990
web www.bottomline.co.uk

Kingsfordweg 151
1042 GR Amsterdam
The Netherlands
tel +31 20 4919 688
web www.bottomlinetechnologies.nl

19 Boulevard Malesherbes
75008 Paris France
tel +33 1 55 27 37 27
fax +33 1 55 27 37 54
web www.bottomline.fr