

# BEYONDLY

## Customer Service Policy

### Policy Statement

Our customers are at the heart of everything we do. This policy outlines our commitment to you as a stakeholder, and what you can expect from working with us.

### What our values mean for you



Our 5 core values; Trust, Commitment, Respect, Passion and Innovation, are the pulse of our daily lives at Beyondly and are embedded into everything we do. Click the button below to read more about what our values mean for you.

[Beyondly values](#)

### Our Commitments:

- Respond to all email enquiries as quickly as possible, and within 4 working hours\*.
- Respond to all instant messaging enquires through the website as quickly as possible (and in most instances under 2 minutes)\*.
- Promptly answer your calls\*.
- Acknowledge all complaints within 48 hours\*. A full investigation will then be carried out, and corrective action(s) established. This will be communicated formally to you in a timely manner.
- Contact you by your most preferred method where possible.
- Endeavour to make contact by telephone for any urgent matters in the first instance (unless you have specified otherwise).
- Provide you with a dedicated Account Manager or Team.



## Customer Service Policy

- Actively seek, listen and take action on your feedback in order to develop our services, and communicate results from our customer satisfaction surveys so you know what to expect from us in the future.
- Meet all our compliance members' obligations to the satisfaction of the regulator.
- Strive to never lose a customer due to inadequate customer service.

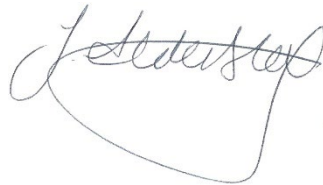
\*Please note our working hours are 09:00 to 17:00 Monday to Friday (excluding bank holidays).

**Issue Number:** 2

**Issue Date:** 15 March 2023

**Issued by (Name):** Jessica Aldersley

**Issued by (Signature):**



**Position:** Managing Director

