

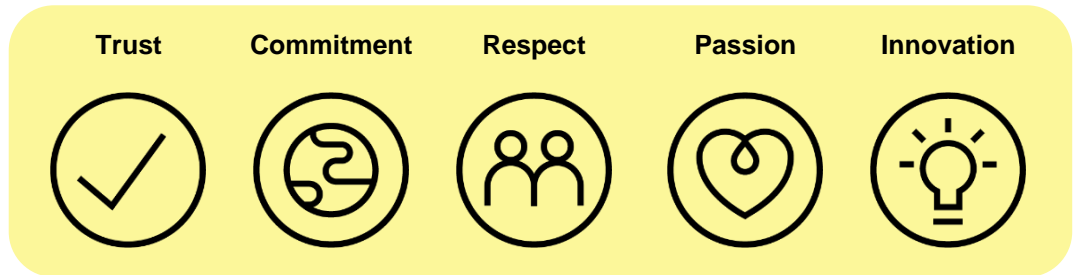
BEYONDLY

Customer Service Policy

Policy Statement

At Beyondly, our customers are at the heart of everything we do. This policy outlines our unwavering commitment to you as a valued stakeholder, as well as the exceptional service and support you can expect from us.

What our values mean for you



Our 5 core values; Trust, Commitment, Respect, Passion and Innovation, define who we are and drive everything we do. These values shape your experience with us, ensuring every interaction reflects our dedication to excellence.

Discover more about how our values impact you by clicking the button below

[Beyondly values](#)

Led by our friendly and professional team, we strive to provide the best experience and inspire our customers to be the root of action when it comes to environmental responsibility. All communications from Beyondly are aligned with our purpose to 'Lead, Inspire, and Educate', click the button below to read our strategy.

[Beyondly Communication Strategy](#)

Our Commitments:

We strive to deliver outstanding service and meet your expectations through the following commitments:

- **Prompt Email Responses:** We aim to reply to all email enquiries as quickly as possible, and within 4 working hours*.



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- **Rapid Web Chat Assistance:** Respond to all instant messaging enquires through the website promptly (with our average response rate in the year ended 25/11/2024 being 1 minute and 51 seconds)*.
- **Efficient Call Handling:** Calls are answered quickly, with a target response time of 15 seconds.*
- **Timely Complaint Resolution:** Although things don't go wrong very often, when they do Beyondly aim to put the situation right for you as quickly as possible. All complaints will be acknowledged and flagged to our Quality Team within 48 hours*, who will then carry out an in-depth investigation to establish corrective action(s), with Beyondly keeping you updated every step of the way in line with your preferences.
- **Preferred Contact Methods:** Where possible, we prioritise reaching out to you using your most preferred contact method.
- **Urgent Matters:** Endeavour to make contact by telephone for any urgent matters in the first instance (unless you have specified otherwise).
- **Dedicated Support:** Provide you with a dedicated Account Manager or Team.
- **Actionable Feedback:** We actively seek, listen and act on your feedback in order to develop our services, and communicate results from our customer satisfaction surveys to ensure we remain transparent and accountable for these actions.
- **Compliance Excellence:** Meet all our compliance members' obligations to the satisfaction of the regulator.
- **Customer Retention:** We work tirelessly to ensure no customer leaves us due to inadequate customer service.

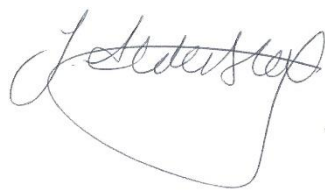
*Please note our working hours are 09:00 to 17:00 Monday to Friday (excluding bank holidays).

Issue Number: 3

Issue Date: 25th November 2024

Issued by (Name): Jessica Aldersley

Issued by (Signature):



Position: Managing Director

