



Debt Correct Customer Charter

**We are committed to providing you with a personalised
service with qualified and knowledgeable debt advisers as a for profit
Debt Management company.**

We are committed to:

- ✓ Put our customers at the heart of our business and focus on delivering good outcomes throughout your relationship with Debt Correct.
- ✓ Provide high quality debt advice, high quality customer service and deliver individual and joint Debt Management Plans that meet your needs, whilst providing fair value.
- ✓ Communicate and engage with our customers so that you can make effective, timely and properly informed decisions when in receipt of regulated advice.
- ✓ Do not seek to exploit any behavioural biases, lack of knowledge or characteristics of vulnerability.
- ✓ Support you in realising the benefits of your debt solution administered by Debt Correct.
- ✓ Consistently consider your needs throughout your debt management plan, including topics like your credit file.
- ✓ Monitor and regularly review the outcomes that you are experiencing, taking prompt action to address any issues to delivering good customer outcomes.
- ✓ Help and support you in meeting your obligations throughout your Debt Management Agreement with us.

As part of our commitment to treating customers fairly we also promise:

- ✓ To always act in your best interests.
- ✓ To offer all-round debt advice based upon your circumstances.
- ✓ To be transparent and fair in all of our dealings with you.
- ✓ To discuss the full range of debt solutions available to you.
- ✓ To include the benefits and risks of each option, so that you can make an informed choice.
- ✓ To make you aware of MoneyHelper, a free and impartial service set up by the government that is part of the Money and Pensions Service.
- ✓ To make you aware that we comply with all applicable law.
- ✓ To safeguard all of your personal information and process it as set out in our Privacy Policy and Cookie Policy.
- ✓ To ensure that our employees are fully trained to provide the service you pay for.