

Our Service Promise



Our Service Promise

Our promise is to support you and your business by performing at our very best, providing excellent service, at every level, at all times.

Maintaining a strong relationship with our clients is a cornerstone of our business. That's why we continually monitor feedback to find out what we're doing right, or where we can improve.

Our Service Promise has been based on our most recent satisfaction survey and findings – it shows our intent to deliver excellent service on every level and also provides useful point by point guidance on how we intend to fulfil our promises.

We are so confident about our client service, that if at any point in the first three months of your contract you feel we have not met Our Service Promise please tell us. We will immediately work with you to resolve the issue and if you are still not satisfied we will refund your factoring fees.

If you have comments or queries about Our Service Promise, then please call your local dedicated contact.



1

We will be honest,
clear and simple

In any business relationship, clarity
and transparency help to build trust
and protect against misunderstanding.

We promise:

From the outset of our relationship you will be assigned your own expert contact(s) who will always be on hand to support you.

An Offer Letter will clearly set out all your standard costs and charges.¹

We'll always be clear about what we need from you to help us run your facility.

We understand that from time to time you may require additional services from us. We will provide you with a list detailing all services available and the relevant cost.²

Our Legal Documents will be presented in a clear and simple way.

Our full terms and conditions will be easy to find on our website so that you can review them any time.

¹ Our Offer Letter will provide you with an initial indication of all key terms, however the provision of facilities and the final terms are subject to Credit Committee approval.

² The provision of additional services is at your dedicated contact's discretion.



2

We will understand
and support your
business

We believe that our long standing
experience of serving our clients allows
us to be proactive and responsive in the
way we support your business.

We promise:

To be proactive in our approach by monitoring your facility and actively suggesting ways in which we may be able to improve.

You will be provided with a dedicated team of expert contacts. They will be able to get closer to you and your business and deal with any queries.

You will be assigned a credit controller(s) to build relationships with your customers and understand your sales ledger.

As your business needs evolve you may request a change to your facility. In this instance, your dedicated contact will be in touch within 24 hours and once we have all the information we need, we will strive to have a decision in principle within 48 hours.



3

We maintain strong communications

We believe that business relationships are no different to any other relationship – they should be based on understanding and communication.

We promise:

To respond to your questions or problems in a speedy, friendly and helpful way.

If you leave a message outside our working hours, 9am to 5pm Monday to Thursday, 9am to 4.30pm Friday, we will call you back before 10 am the next working day.

From time to time we may need to amend the details of your Agreement. Prior to any amendment being made your dedicated contact will always talk to you in person and where appropriate will follow this up with written confirmation.

We understand that changing your dedicated contacts can cause disruption, which is why we will avoid this as far as possible. If this does become unavoidable we will give you at least one week's notice and hold a formal, internal handover meeting to ensure a smooth changeover.

If you feel that the relationship with your dedicated contacts is not matching your business needs a Senior Manager will call you within 24 hours of this concern being highlighted.



4 If things go wrong

On the rare occasion that a problem arises, we pledge to continue to provide excellent customer service.

We promise:

If we have agreed to make a payment to you and miss this for any reason, we will advise you as soon as we become aware and make the payment as soon as possible. We know that providing you with the cash when requested is of utmost importance to your business.

We will refund any charges made regarding the payment, and discuss with you how to minimise any disruption this may have had on your business.

If you complain by phone, email or letter, a Senior Manager will contact you within four hours of receipt to acknowledge your complaint and gather all the information required to investigate.

We will aim to resolve any complaint within 48 hours and promise to keep you informed throughout the process.

For full details of our Complaints Commitment, please visit www.bibbyclient.com/client-area/complaints.aspx

Bibby Financial Services are members of the Asset Based Finance Association (ABFA) and abide by their Code of Conduct at all times. The Code of Conduct is complemented by an independent complaints procedure for businesses that feel they may have been treated poorly by a member – this is independently arbitrated and managed by The Ombudsman Services. Further details can be found at www.abfa.org.uk

