

Customer Service Charter

Purpose

The main purpose of the Customer Service Charter is to set out the levels of customer service that we will provide to our customers and to enable our customers to know what to expect when they deal with Trumeter.

The Principles: Our Aims

- Be honest, open and accountable for our actions
- Consider the views of our customers and genuinely listen to their feedback
- Be efficient and effective in our work and be accessible by phone, email, webchat and in person
- Provide clear and appropriate information and feedback in a timely manner
- Continually improve the service we offer

Standards: Our Targets are to:

- Answer all telephone calls promptly during office hours
- Within 1 working day of receipt
 - Answer voicemail messages
 - Acknowledge e-mail messages
 - Answer web-site enquiries
- Within 3 working days
 - Reply to letters
 - Provide a confirmed lead time on every order
- Deliver our services in a friendly and inclusive manner, and always act with courtesy and professionalism
- Deal with customer requests, enquiries and concerns promptly
- Treat all customers equally and without discrimination
- Maintain confidentiality at all times
- Find new and better ways of delivering our service
- Provide immediate updates to open orders when delivery dates change
- Ensure our system is current with the correct account details, like contact names and billing address
- Notify customers of any delay as soon as possible, and in every case, before the ship date

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