

# Treating Customers Fairly Policy Statement

At Clearly Loans Limited we pride ourselves on being able to provide our customers with second mortgages which suit their needs and to manage those second mortgages in a manner which is clear and fair to our customers.

**We recognise, however, that to fulfil this objective we must:**

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor calls and activities to ensure that all customers are being treated consistently and fairly
- Continually assess the services we provide to ensure we can meet changing requirements
- Provide documentation to clearly and unambiguously explain how our mortgages work
- Empower our staff to ensure any concerns raised by a customer are immediately addressed

**We constantly monitor our ability to achieve these standards through:**

- Regular written assessments of individual performance
- Benchmarking performance against quality standards
- Internal and external audits