



dgs

mortgage solutions ltd.

FACTSHEETS: Customer Service Statement

COMMITTED TO TREATING OUR CUSTOMERS FAIRLY

We are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Services Authority initiative '**Treating Customers Fairly**'.

We will look after your best interests and treat you fairly in all aspects of our dealings with you.

Our company vision is:-

'We aim to provide our clients, their families and friends with a complete mortgage & protection service during their lifetime by providing appropriate advice coupled with a professional, friendly and pro-active service.'

'We are committed to providing you with the best possible service on a one to one basis at all times.'

'We believe in the fair treatment of our clients and the way that we carry out our business is designed to deliver this to all of our clients.'

We are committed to these statements and we have produced this document so you can see exactly what our service will provide you and what you can expect from us.

Our commitment to you

d g s mortgage solutions ltd is proud of the quality of its client relationships forged over the past years and built on integrity and trust.

The staff at d g s have extensive knowledge of the mortgage and protection market. This is supported by the industry required levels of qualifications and backed up by the latest and efficient software and technology.

We work on your behalf to ensure that you always receive quality advice, the most appropriate product and the highest levels of service appropriate to your changing needs and circumstances.



84 Balham High Road, Balham, London, SW12 9AG
Tel: 0845 3626206 Fax: 0845 3626208 Email: enquiry@dgsmortgages.co.uk

d g s mortgage solutions ltd is Authorised and Regulated by the Financial Services Authority.
Our details can be found in the FSA register and our FSA number is 462072, for more info please go to www.fsa.gov.uk/register.
Registered Office: 187 Petts Wood Road, Petts Wood, Orpington, Kent, BR5 1JZ. Registered in England & Wales No. 5969935

We will:


- Provide clear information and explanations about the products and service we offer, including our fees and charges so you have choice in how we will work together.
- Give you access to individuals who understand your needs.
- Ask about your circumstance, needs & preferences prior to recommending a mortgage or protection product
- Only recommend a mortgage or protection product that we consider suitable for you from our available options and that you can afford;
- Not recommend a mortgage or protection product if we cannot find one that we consider suitable.
- Give you suitable time to make decisions and provide you with timely and appropriate responses.
- Encourage you to ask us questions at any stage of the process if you do not understand something so you have a clear understanding.
- Provide a pro-active service during the process keeping you informed at each critical stage.
- Provide you with the highest levels of expertise, advice and service.
- Give the opportunity for you to let us know if you are unhappy with our service or fail to meet your expectations so this can be redressed as a matter of importance and if we are not able to then you will have access to our formal complaints procedure.
- Carry out regular reviews of your products and provide you with updates on our services.

How you can help us

For us to give the most appropriate advice, we ask you to:

- Tell us about your income and outgoings, this enables us to properly assess your affordability.
- Tell us about any matter that should be disclosed in relation to an insurance/protection product.
- Tell us about changes that might affect your ability to repay a mortgage.
- Tell us now or at any stage of the process if there is any aspect of our service or product that you don't understand.
- Tell us if you think there are ways we can improve our service.
- At the end of your transaction and periodically we may ask your assistance to complete a client service questionnaire.

Thank you for choosing d g s mortgage solutions ltd.



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