

Bennison Brown Customer Charter

Our commitment to our clients



BENNISON BROWN

Mortgage & Protection

Introduction

Trust, integrity, and value are at the heart of everything we do at Bennison Brown. We are committed to providing you with excellent customer service and high-quality advice that is right for you.

Bennison Brown will:

- Explain the products and services we offer clearly and in depth to ensure you fully understand.
- Be upfront and transparent with our fees.
- Fully identify your financial circumstances, needs, and preferences before making a mortgage or protection recommendation.
- Ensure you are aware of the risks to any mortgage you take.
- Provide you with the opportunity to receive expert, high quality mortgage and protection advice.
- Always act in your best interest.
- Treat you with respect, courtesy, and friendliness.
- Will be receptive and understanding to customer feedback.

Service Standards

We have spoken to many of our clients to understand what level of service they expect from us and have created the following targets which we aspire to keep to. It is not always easy to deliver this 100% of the time but we promise to try our best.

Our customer service standards are as follows:

Contacting us by telephone

- When answering the telephone, staff will clearly state their first name and the name of the company.
- When returning your calls, staff will clearly state their first name, the company name, and their reason for calling.
- When you call to speak to a particular staff member, and they are unavailable we will aim to return your call the same day.

Contacting us by email

- We will aim to respond the same day, if this is not possible then we will respond the next working day.

Facebook, Twitter and Instagram

- We aim to respond to all received direct messages within the same working day.

Service Standards

Contacting us by letter

- If you wish to contact us via letter and require a response, please write to our main office; 149c Manchester Road, London, E14 3DN. We aim to respond to you within 10 working days.

Agreement in Principle completion

- When all required documents are received, we aim to provide an Agreement in Principle within 2 working days.

Mortgage application submission

- When all required documents are received, we aim to submit your mortgage application within 2 working days.

Mortgage application lender updates

- Once a mortgage application has been submitted to a lender and we are then in receipt of an update, we aim to provide you with that update on the same day.

Complaints

We hope that you will never have cause to complain. If you do wish to register a complaint please email our Business Operations Manager, Grace Miles, with the below information.

- Your full name
- Your mortgage advisers name
- The full details of your complaint
- Email – grace.miles@bennisonbrown.co.uk

We aim to reply to all complaints within 10 working days. If we need longer, we will tell you the reason why. If your complaint cannot be resolved, you can also contact our network;

In writing: Stonebridge Mortgage Solutions Ltd, 9 Lords Court Basildon Essex SS13 1SS

By telephone: 01268 644160

By email: complaints@stonebridgegroup.co.uk

CONTACT US

www.bennisonbrown.co.uk



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