

At People's Choice we're committed to providing you with outstanding advice and service. Our Member Charter explains what you can expect from us.

Friendly service

We will:

- Greet you politely
- Identify ourselves
- Speak plainly
- Listen carefully to your needs
- Provide you with up-to-date information
- Advise you of other products or services that may benefit you
- Give you a name or call back reference number for further contact
- Adhere to our service standards

Prompt service

We will:

- Assist you as quickly as possible, using timely and effective communication
- Keep appointments
- Explain how we will make a decision about your enquiry or application, and when you can expect an answer
- Contact you directly by telephone or in writing when a decision is made
- Respond to your written enquiries promptly
- Respond to telephone and electronic messages promptly
- Tell you when problems will be rectified

Fairness

We will:

- Inform you of your rights
- Apply our policies fairly
- Respect your privacy
- Aim to respect cultures
- Not discriminate against you

Honesty and integrity

We will:

- Be reliable and professional at all times
- Treat you with respect and dignity
- Record information accurately and store it safely
- Let you know the reasons for our decisions
- Explain how you can seek a review if you're unhappy with a decision we make

Improving our service

We will:

- Ask you how we can improve our customer service
- Act on the feedback you give us
- Give our staff the skills and training to provide better service for you

How you can help us

We ask you to:

- Treat our staff politely and with respect
- Let us know if you can't keep an appointment
- Tell us if you can't meet your repayment obligations
- Provide us with accurate and up-to-date information
- Respect property owned by People's Choice Credit Union
- Behave in a manner which is not aggressive or offensive
- Let us be the first to know if you're unhappy with our service
- Conduct your business with us ethically and honestly

Reviewing our Member Charter

We agree to:

- Review our Member Charter annually
- Make changes when necessary
- Communicate changes to our Charter

Please tell us if you believe we have not meet these service standards.
