

Customer Service Policy

Fortis Group Proprietary Limited is committed to Customer Service, which we define as relates to the service we and our employees provide before, during and after a purchase.

- Fortis Group regards every person who contacts them, for any reason whatsoever, to be a valued customer.
- Fortis Group is committed to providing the best customer service possible and will endeavour to process each enquiry as quickly as possible.
- Fortis Group is committed to providing our customers with high quality service which meets their reasonable expectations.
- Fortis Group recognises that our customer's needs are as unique and varied as the individuals themselves. Business will be fair and completed in an appropriate time frame and our customers will be treated with honesty and integrity at all times.
- Fortis Group recognises that by providing high quality customer service we are helping to service our customers in the best possible way.
- We will listen to our customers and try to provide the services that they really want. We will not assume that we know what they want; we will really find out and listen to the facts.
- We will not give any customer the 'run-around'. If an individual member of our team cannot directly help a customer, it is their responsibility to ensure that they find someone who can and then put them in contact with the customer. If the person who is able to help the customer is unavailable it is the responsibility of the Fortis Group employee who receives the enquiry to contact the customer and advise them of a time when the appropriate person will help them.
- Answers to any enquiry or complaint will be easy to understand. They will be clear, concise, and straight to the point and directly address the original enquiry or complaint.
- All enquiries or complaints will receive at least an initial response by the next working day.
- All employees dealing with customers will identify themselves either verbally or in writing and when answering the phone will give their first name.
- In its aim towards efficiency and in the interest of customers, Fortis Group reserves the right to limit the use of staff and resources on false or unreasonable demands.

Signature:



Date: 26/4/19

Endorsement of the HSEQ Policy and Management Representative.