

# What our customers say about us

Customer feedback is important to us. We like to know what we are doing well, and more importantly, if there is anything we can improve. This is why we regularly conduct satisfaction surveys with our existing customers.

Between January and March 2020, we contacted 102 customers about our Residential and Buy to Let Mortgages. Here's what they told us:



91%

say they received their mortgage offer on time and were able to complete their transaction on the required date.



95%

think that the communications that we issued were clear and easy to understand.



100%

agree that their monthly repayments, fees and charges were clearly laid out in the documents that they were provided with.



83%

found the application process straightforward.



94%

would recommend us to friends and family.



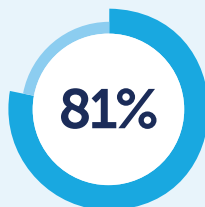
97%

agreed that the product selected met all of their needs



96%

say we took their individual circumstances into account when assessing their application.



81%

think we provided a quick and efficient service.

We are proud that our customers endorse that we deliver excellent products and service. However, we're always striving and aiming to be 100%.

It is important to remember that our products are available exclusively via financial advisers. If you would like to discuss our product ranges further take a look at [unbiased.co.uk](https://unbiased.co.uk), where you will be able to search for a local adviser who is able to access our products.

**Think carefully before securing other debts against your home.  
Your home may be repossessed if you do not keep up repayments on your mortgage.**

