

Our Principles and Values

The Loughborough Building Society is committed to you our members and to our philosophy “**Where people make the difference**”.

- We aim to provide consistently high standards of customer service and will go the extra mile to ensure our members are satisfied.
- We will be friendly, knowledgeable and efficient.
- We promise to be fair and transparent in all our dealings with you.
- We only work with business partners who share our commitment to you and who can provide you with additional products and services relevant to you.
- We will act responsibly as a Society and as individuals in how we manage our business.

This Charter and our service standards will be reviewed and monitored regularly taking into account feedback received from our members and staff in order to improve our service.

Our Service Standards

Loughborough Building Society values and respects customers:

- We will be friendly, courteous, helpful and attentive at all times.
- We will always give your our name when speaking to you.
- We will act honestly and professionally, treat you fairly, consistently and respect your confidentiality.
- We will communicate with you clearly, ensure that you always receive the best possible service.

Our service will be easy to use, fair and accessible to all

- All information issued by us will be clear, fair and not misleading.
- Our leaflets and letters will be jargon free and easy to understand.
- We will, where required, provide information in a variety of formats to meet your needs.
- We will keep our website accurate and up to date at all times.
- You do not always need an appointment to talk to us.

We respond promptly to customers

- We aim to answer 95% of telephone calls within 20 seconds.
- All emails and telephone messages received during working hours will be acknowledged within 24 hours.
- Where you have written to us and require a response this will be sent to you within 5 working days.
- When you visit one of our offices we will respond to you quickly and efficiently.

We welcome our member's views

- We want to hear from you if you have any issues or concerns about the Society and what you like about our products and services.
- Members are invited to provide feedback by completing a questionnaire or a comments form.
- We recognise that we do not always get things right, so if you do make a complaint we aim to respond within 48 hours.
- We encourage you to air your views at our AGM and Members Forums.

To help us to achieve our commitment to you, our customers, we ask that

- You are courteous and polite towards our staff.
- You provide honest and accurate information as soon as possible when we ask for it.
- You ask for help if you need it.
- You let us know if you have any individual needs that require us to provide our service in a different way.
- You provide us with constructive feedback on how we can improve our service.

We value your comments

The Loughborough
Building Society

Customer Service Charter

At the Loughborough we value you, our members, and your opinions. This is why we have created our Customer Service Charter to ensure that we give you the best possible service that we can.

The Loughborough
Building Society

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The Loughborough Building Society is a member of the Building Societies Association and the Financial Ombudsman Service. The Society is authorised and regulated by the Financial Services Authority and is entered in the FSA Register under number 157258.

www.theloughborough.co.uk



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