



Customer Service Charter

At CCSG, we are dedicated to understanding your needs and delivering a highly personalised, professional service. Our customer service charter forms the foundation of our partnerships, outlining the high standards you can expect from all dealings with CCSG.

Trust and respect are core qualities CCSG fosters in its client experience. We cultivate a supportive environment through a commitment to ongoing communication, diligent reporting, expert counsel and rigorous procedures.

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Contract review

Communication is the key to a successful partnership. Our communication guarantee gives you the security of knowing that CCSG will keep you informed throughout the progress of your matter.

CCSG guarantees to:

- » Communicate to you clearly to ensure that our reports quickly assist in understanding the status of your matter.
- » Return all telephone calls and emails within 24 hours.
- » Communicate with integrity and discretion on behalf of your business.

Keep you informed of your matter at all stages from the initial instructions to the finalisation.

Legal

CCSG provides quality legal services to you through our team of specialist Solicitors. Our legal services aim to resolve your matter in the most cost effective way.

CCSG guarantees to:

- » Provide Solicitors with specialised skills, knowledge and expertise to assist you with your matter at all stages.
- » Have Solicitors available to answer inquiries from our clients and collectors.
- » Provide expertise to achieve the best possible results whilst balancing both your legal and commercial interests.
- » Provide the most cost effective solutions for your matter.

Reporting

CCSG provides you with highly customised reports that are tailored to meet your needs. Our reports are delivered regularly to clearly convey the progress and status of your matter.

CCSG guarantees to:

- » Report to you in a timely manner.
- » Prepare reports customised to your business.
- » Tailor reporting to your aims and needs.
- » Provide reports in a secure and adaptive format.

Systems and Procedures

We are committed to maintaining best practice systems and procedures to ensure you receive all the available benefits and cost savings.

CCSG guarantees to:

- » Ensure that the information on our database is captured contemporaneously.
- » Regularly train staff to maintain expertise and maximise efficiency.
- » Provide you with quality services and counsel.
- » Audit our procedures regularly to improve efficiency and minimise costs to you.
- » Be at the forefront of technological advancements.

Collections

CCSG works diligently and tirelessly to achieve the best results for our clients. Our professional approach, experienced staff, expert knowledge and thorough procedures ensure outcomes are reached in the quickest possible time frame.

CCSG guarantees to:

- » Open file, send letter of demand and confirm this to you by email on the same day instructions are received.
- » Attempt contact with the debtor immediately upon expiration of letter of demand.
- » Utilise our internal skip tracers to exhaust all available avenues to locate your debtors.
- » Have the knowledge and understanding of your business and products to assist with recovery of debts.
- » Ensure all avenues are exhausted before recommending legal action.

Compliance

CCSG understands that compliance is a fundamental element in maintaining your reputation and ours. We are committed to all aspects of compliance and maintaining our responsibilities to all parties.

CCSG guarantees that:

- » All Collection Staff are Licenced commercial agents.
- » All staff are trained and audited quarterly on compliance.
- » We will operate with professionalism, showing respect for your product, business and reputation.
- » We will have a Compliance Manager and a formal Internal Dispute Resolution scheme.
- » We will uphold all of the ASIC and ACCC guidelines in our communication and dealings with debtors.
- » That we will foster and promote a culture of awareness, respect and fairness to debtors.

Our Commitment to You

We are committed to providing the best customer service experience. CCSG prides itself in delivering our services in a professional manner and this is reinforced by our commitment to you in our Customer Service Charter. At CCSG, we are interested in what you think of our services. We are always prepared to listen to suggestions as to how we may improve our services to you.

Please feel free to contact me personally by phone or by email if you have any suggestions, comments or queries.

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