devereux

CLIENT SERVICE PRINCIPLES

We:

- are approachable and responsive professionals who put the interests of clients ahead of our own
- take individual responsibility for keeping promises
- take pride in everything we do
- strive to do it right first time, every time. If a mistake occurs we act speedily and openly to rectify
- act with integrity and treat everyone with fairness and respect
- communicate in a timely and open manner
- welcome and act upon feedback
- are proactive and seek continuous improvements to add value to our clients
- take the time to understand the views and business needs of others
- seek ways of reducing the administrative burden on our clients