

Treating Customers Fairly

Policy statement

At Balgores Leasing Limited we pride ourselves on being able to deliver the best possible support to our customers, in order for them to obtain the vehicle that meets their requirements, financed in the most suitable way. This might be by outright purchase or by a number of funding methods including hire purchase, business finance lease, business or personal contract hire.

Our aim is to provide

- a quality service to both business and personal applicants

This aim is to reflect the culture and philosophy that is central to our activity. We recognize however, that to fulfill this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly
- Monitor calls and activities to ensure that each customer's enquiry is treated consistently and that any advice given is in the customers' best interests
- Continually assess the services and suppliers we provide to ensure we can meet changing requirements.
- Provide documentation to clearly and unambiguously explain how our offerings work.
- Empower our staff to ensure any concerns raised by customers are immediately addressed.

We will constantly monitor our ability to achieve these standards through:

- Regular written assessments of individual performance.
- Benchmarking performance against quality standards.
- Internal and external file checks and audits.

t: 01708 384451
f: 01708 373024
e: info@balgores.co.uk
w: balgores.co.uk
1 Bryant Avenue
Romford, Essex RM3 0AP

Registration No. 2463401
Registered Office: As above
VAT Reg No. 542 2785 42
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Balgores Leasing Ltd are a credit broker and not a lender

Balgores Leasing Ltd are authorised and regulated by the Financial Conduct Authority (FRN 653426)

Balgores Leasing Ltd is an appointed representative of ITC Compliance Ltd which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486) and which is permitted to advise on and arrange general insurance products.