

Customer Journey Map June - December 2011 - Mortgage Debt Advice Service



We're listening to you

In an effort to improve overall satisfaction of our service we have introduced a texting service for clients and renamed our feedback scheme to complaints procedure.

"The adviser provided a service over and above what I expected. Adviser was clear and accurate and contacted me out of hours, sent reminders by text and always returned calls asap."

100% of you also said you would recommend our mortgage debt advice service to others - Thank you !