

Customer Service

**You talk,  
we listen,  
we act!**



**Thank you**

# Thank you...

...to all those who took part in our recent customer survey.

What you think really does matter and at RBS International, we take your feedback and comments very seriously. The overall levels of confidence and satisfaction in what we do and the way we do it has been very positive but there is always room for improvement.



## Your feedback

Detailed opposite are the **3 core areas**, highlighted by you, that we will be focusing on to further improve our service. As you will see, we have already made improvements to ensure that you receive the service from us that you rightly expect.

We have set ourselves very high and stretching standards of customer care, so if at any time you feel we have not offered you the very best levels of service and communication, please do not hesitate to contact your usual contact point within RBS International.

# Understanding results and delivering excellence...

## 1 Keeping Promises

When we say we will do something, you should always be able to trust us to deliver within the timescales agreed with you.

## 2 Offering Solutions

Whether you are looking for assistance or unsure what to do, we will always look to offer solutions that meet your needs.

## 3 Taking Ownership

As one of the worlds leading financial organisations, it is important that we take full ownership of complaints and suggestions from our clients, and we will.

Compiling the feedback from our survey is always a complex issue. After analysing all the responses in detail, we have managed to target 3 core areas that will help deliver even greater customer satisfaction for all our clients.

## What are we doing?

- ✓ We take your suggestions very seriously and do our utmost to make improvements
- ✓ We provide you with dedicated points of contact to enhance our daily service offering

## What are we doing?

- ✓ We have created capacity for our Relationship Managers to enable them to be more available to you
- ✓ We are continually creating new products to meet your needs and want you to benefit from banking with us

## What are we doing?

- ✓ Every member of staff has received specialist training for handling queries and complaints
- ✓ We try to look at all situations from the customer point of view

Committed to you and all your banking needs.

At RBS International, not only are we committed to offering exceptional customer service, we are also committed to offering you relevant, world-class financial products. If you would like to find out more about our wide range of financial products and services, including free personal financial reviews, please contact us for details.

## Future surveys

There is only one way we can measure both the success of our customer service initiatives and how satisfied you are with them, by continuing to ask you. If you are approached to participate in future surveys, we sincerely appreciate both the time you take to answer the questions and your honest appraisal of our service to you. What you think really does matter and will help shape the way we serve you in the future.



### Find out more

The companies we use to conduct our surveys will at no time ask for personal details regarding your account/s with RBS International. If you are contacted, the names of the companies are;

**Personal Banking: The Leadership Factor**

**Business Banking: The Leadership Factor**

**Corporate Banking: Ipsos MORI**

For more information

[www.rbsint.com/feedback](http://www.rbsint.com/feedback)

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