

----- Kingston Vehicle Leasing Ltd -----

Treating Customers Fairly

At Kingston Vehicle Leasing Ltd, we have a commitment to fairness in everything we do. It's especially important to us that our customers feel fairly treated by us.

We believe in treating our customers fairly and in the same way that we would want to be treated, honestly, informatively, and in a respectful manner.

As a business regulated by the FCA, we totally support the view that treating customers fairly is paramount to good business practice. In our view this is also an essential ingredient for an ongoing relationship going forward. Our business is built on repeat customers and their "kind" referrals'.

How we operate as a business

How we ensure customer objectives and standards are met:

We behave and carry out any actions in a fair, honest, transparent, appropriate and professional manner. We are a small experienced and committed company, and this helps us deliver great customer service. The team members are all fully trained. We aim to be an ethical customer-focused vehicle finance supplier, and being fair, honest and transparent is the mainstay of how we operate.

How we communicate with our customers

Communication is essential, so we provide information to each customer which;

Is complete, accurate and not misleading in terms of information provided, or changes that may affect them. It is communicated in plain language so our customers can expect emails, letters and quotations to be clear and simple to understand. It is fair, both in terms of its content and how it is presented (with more important information given the appropriate visual prominence). At all times, we aim to provide information in a clear and understandable format.

How we'll continue to work

As part of our ongoing commitment to our customers, we'll ensure that we:

Make it easy for customers to contact us. We are happy to be contacted within normal office hours by telephone, email or fax; we also monitor emails out of office hours and respond accordingly.

Ensure customer service arrangements and processes are complete, thorough, fit for purpose and transparent

Act promptly and courteously to put things right if a mistake is made; at Kingston Vehicle Leasing, we always strive to get it right first time, but very occasionally mistakes can happen. When they do, we'll act quickly to put things right, but we understand that if a customer needs to complain we must act swiftly— as such, we have a Complaints Handling Procedure in place. This is on display in our office as well as being shown on our website at www.kvleasing.co.uk

Kingston Vehicle Leasing Ltd will continue to offer a professional service and adhere to our ethos to make sure all customers are treated fairly.