



THINK SAVVY

CUSTOMER SERVICE CHARTER - September 2016

When clients approach us it is not because they don't know enough about their business and the risks they need to manage. It is because of our strong reputation for listening and our collaborative attitude. Why are these prized attributes? Because, despite the rhetoric these things are a rare commodity. In particular, listening, helps us acquire sufficient relevant information to contextualise your challenges. We thrive on empowering our clients in their decision-making.

What you should expect from us.

We promise that our dedicated team of technical specialists and consultants will listen and work hard for you and your organisation throughout our professional engagement.

We also understand our clients need access to a range of savvy customised technology solutions that make managing risk easier. Our attitude is one of collaboration.

With this in mind, when you become a Think Savvy client, you should expect;

- The highest professional standards in all engagements
- Highly experienced consultants and technical specialists
- Trusted technical advice based on solid, credentialed and verified information
- Consulting advice that is both considered and accurate
- Prompt responses from your dedicated consulting team, whenever you have enquiries about the professional engagement
- Our "no surprises" policy extends to our fees. We only charge for things you have requested and that represent the true value of our services.
- Competitive pricing and innovative cost structures to meet a variety of client needs.

We take these promises seriously.

Our ongoing commitment to our clients, our desire to constantly review new and emerging technology solutions and our highest professional standards ensure that our business is client and solutions focused.

Our success always depends on your success, so if at any stage of a Think Savvy professional engagement, you feel that these standards are not being met, we encourage you to share your concerns with us. We pride ourselves on our problem solving skills as well as our capacity to listen.

Conversely because we love to delight our clients and create commercial relationships of enduring longevity we also invite positive feedback and testimonials. For all this kind of feedback please contact us on <insert phone number> or send us an email via <feedback@think-savvy.com???