CALL HANDLING POLICY

• When making or receiving calls, we will ensure that we verify the customer’s identity by asking them to confirm two pieces of information (e.g. DOB/Postcode).

• We will provide a valid calling line identification number to which a return call may be made to us with every outbound call.

• We will not make persistent calls to a potential client.

• We will not make telephone calls during unreasonable hours, namely before 8am and after 9pm.

• We will not use threatening or abusive behaviour.

• We will adhere to consumers’ requests to no longer make telephone calls to them.

• We will monitor and supervise our sales staff to ensure that we avoid instances of high pressure selling, coaching and the providing of misleading information.

• We will provide consumers with our full legal name, the purpose of the call when making calls.
• Upon request from a consumer we will provide our postal address.

• We will exercise due consideration, in accordance to our Vulnerable Consumers’ Policy, when calling consumers that fall within this category.