

Our Customer Promise



Our customers are at the heart of all that we do. They influence every aspect of our business, without them there would be no Debt Out!

It is because of this we feel it is essential to give back to our most important asset, our customer. We do this in the form of four important promises made direct to them.

We promise to guide you on the best path with our vision to 'Make Debt Clear' by:

- Reviewing your situation annually using our best plan review
- Exploring all debt resolution avenues; not just a debt management plan
- Explaining the pros and cons of all debt resolution methods to make debt clear

We promise to help you by:

- Arranging call-backs to suite you
- Corresponding with your creditors to get the best possible outcome
- Being there when others are not with our extended customer service opening hours
- Helping you reduce your spending with our monthly saver scheme

We promise to keep you informed by:

- Updating you at key stages throughout your plan
- Providing annual status reports on your account
- Responding to queries quickly and efficiently
- Advising you of changes to service offerings by email, web or mail

We promise to get it right by:

- Listening to what you need and advising accordingly
- Continually improving our service where we can
- Keeping our promises to you

*Debt Out
Team*