

Credit Review Office Client Charter

Mission Statement:

The mission of the Credit Review Office is to encourage and increase the supply of credit to viable borrowers (that is, borrowers who have the capacity to service their loans) for business purposes.

What is the Client Charter?

This Charter is a guide on the quality of our service delivery to you and sets out what the Credit Review Office will do for you, how we propose to do it and in what timescale.

What to expect when you contact us by telephone

We are committed to:

- Being available to answer your calls between the hours of 9.00am to 12.30pm & 2pm to 4.45pm Monday to Friday (excluding public holidays)
- Return telephone calls / telephone messages within one working day at the latest
- Give you our name and area of work
- Provide you with the appropriate information you require
- Provide you with contact name and telephone number of another service contact if the Office is not the correct agency for dealing with your query
- If we are unable to deal with your query at the time you call, we will take your details and call you back within one working day

What to expect when you contact us by letter /email

We are committed to:

- Acknowledging your correspondence within 3 working days of receipt
- Give you a name and any reference number which may be relevant
- Use clear unambiguous language in our response to you.

Confidentiality

The Credit Review Office has a statutory obligation of confidentiality to its clients and will not disclose this information except as required by law. In this Charter we commit to treat all personal/business information in the strictest confidence.

Recourse Procedure

The Credit Review Office is committed to providing a high quality service to its customers. However, there may be occasions when problems arise, and you do not receive the service you expect.

Often an issue can be resolved quickly and easily by contacting the person with whom you have been dealing. You can do this by telephone, email or letter. If you would rather not deal with the member of staff concerned or if you are not sure who is responsible for the service

about which you are complaining, you can directly contact the Deputy Credit Reviewer in writing.

Catherine Collins,
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The Plaza,
East Point Business Park,
Dublin 3,
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