

At Masthaven, we are dedicated to delivering the highest level of service to our customers.



Here to help

We will:

- Give you access to a real person who will be respectful and treat you as an individual
- Deal with your request the first time you contact us, or as soon as we can
- Tell you what happens next and by when
- Keep you informed of progress
- Be flexible to find an approach that provides the best outcomes



Honest expertise

We will:

- Act on our word
- Be helpful, polite, and treat you fairly and with respect
- Listen to you to understand your circumstances because we recognise everyone is different
- Follow processes correctly
- Protect your personal information. We will never sell your personal data to any third party
- Investigate all reports of fraud/cybercrime to protect your money
- Tell you what to do next if you are not happy



Attention to detail

We will:

- Explain things clearly
- Be clear and transparent in our decision-making
- Say sorry if we get it wrong
- Use feedback to drive continuous improvement for our customers

Get in touch?

 020 7036 2000

 info@masthaven.co.uk

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