

Customer Charter

Human Digital Banking

At Masthaven, we help our customers borrow and save money in ways that work for them, delivered digitally for speed and convenience with no flannel or clutter.

Here's our promise to you.

Here to help

We will:

- Give you access to a human being, 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
- Make our products and services as simple and straightforward as possible

Honest expertise

We will:

- Act on our word
- Be helpful, polite, and treat you fairly and with respect
- Listen and 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 for any purpose
- 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