

Customer Commitment Charter

Your trusted partner for Vehicle Repossessions

OUR APPROACH

We are committed to delivering our Quality Policy. We aim to work together with our clients to deliver services that provide good customer outcomes. We are committed to working in a professional, fair and transparent manner. This charter sets out our pledge when interacting with Swift ensuring every customer is treated with respect and receives clear, accurate information throughout the recovery process.

Respect & Fairness

We will act with professionalism and integrity, be respectful and courteous in each interaction ensuring fair treatment.

Transparency

We will provide clear, accurate information and explain the options available to you ensuring you are aware of the next steps.

Confidentiality

We will safeguard your personal data with the highest standards of care and security.

Professionalism

Our knowledgeable team are trained to ensure that robust policies and procedures are adhered.

Accessibility

We are here for you by phone, email and messaging – support is always in easy reach. You can also find FAQ's on our website.

Compliance

We comply with regulatory requirements and ensure FCA & FLA guidance is followed to provide a good customer outcome.

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