

BBG CUSTOMER SERVICE CHARTER

At Bay Building Group, we understand that when disaster strikes—whether it’s an earthquake, fire, flood, storm, or other unexpected event—it disrupts more than just your property. It disrupts your life.

We’re here to help you navigate this challenging time with care, clarity, and a commitment to getting your life back on track as quickly and smoothly as possible. From the moment we assess the damage or step in to make your home or business safe, we’ll be by your side, guiding you every step of the way.

Our Promise to You

We’re dedicated to putting your needs at the centre of everything we do, and delivering a service that’s supportive, trustworthy, and exceeds expectations. Here’s how we do it:

1. **We Listen with Empathy**
We understand how deeply an insurable event impacts your life, and we’re here to listen, understand, and support you and your family in a way that works best for you.
2. **We Treat You with Respect**
Your property matters to you, and it matters to us. We promise to treat you, your home, and your belongings with the utmost care and respect.
3. **We Keep You Informed**
From start to finish, we’ll make the repair process simple and transparent. You’ll always know what’s happening and what to expect next.
4. **We Prioritize Your Safety**
Your safety and security, along with that of your family and community, are at the heart of everything we do.
5. **We Own Our Actions**
After 40 years in business, you can count on us to understand the importance of delivering quality solutions, and taking accountability for the decisions we make and the outcomes we deliver.

Let’s Rebuild Together

We’re not just here to restore your property; we’re here to help restore your peace of mind. You can trust us to deliver the support, care, and expertise you need to move forward with confidence.

We invite you to:

- [Contact us](#) at any time of your claim journey with questions and updates
- Give us feedback {{we need to update website with a Feedback process and form}}
- Find out more about [our company](#), our history and our values {{we need to update website with our History and Values}}