

# 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 Treat You With Respect**

We promise to treat you, your belongings and your property with the utmost care and respect. We understand your property matters to you, and so it matters to us.

**2. We Communicate With You**

We promise to inform you on who we are, how to reach us, and what to expect and when. We know that clear and transparent communication can make for a less stressful repair process.

**3. We Listen With Empathy**

We promise to actively listen, understand and acknowledge the impact of insurable events. We understand how deeply challenging an insurable event can be to you and your family.

**4. We Prioritise Your Safety**

We promise to equip ourselves with the knowledge to ensure your psychological and physical 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**

We accept ownership of our actions, decisions and their outcomes. With over 40 years in business, you can count on us to resolve matters effectively and efficiently.

## 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 or feedback.
- Find out more about [our company](#), our history and our values.