



Treating Customers Fairly

We at Century recognise the importance of maintaining a high level of personal service in order that you can be confident that our mortgages, share accounts and services will meet your needs/requirements and you have been advised appropriately.

Furthermore the Society will ensure that you are provided with clear information before, during and after your membership commences and that your mortgage and/or share account performs as you had been led to expect based on acceptable standards and free from unreasonable new conditions to change the mortgage and/or share account, submit a complaint or indeed move to another Society.

So – how do we assess compliance with the above?

We very much welcome feedback from our members and will provide you with a questionnaire as follows:

- 1 When you first became a member of the Society, and
- 2 With your Annual Investment or Mortgage Statement.

Please, however, feel free to contact the Society at any time if you have any points you wish to make or issues you wish to discuss.

Your continued membership is important to us and we will, therefore, do all in our powers to ensure your satisfaction by way of a high level of personal service.

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