



Caboodle Customer Promise

We aim to offer a first class, hassle free service and make the following promises to you:

- **Listen to your needs and discuss your options in plain English**
- **Be transparent about all fees and charges associated with our services**
- **Provide you with documentation that shows exactly how we work**
- **Explain the different products and options available**
- **Only make recommendations that are suited to your needs**
- **Confirm our recommendations in writing**
- **Never recommend a product based on the commission received from the product provider**
- **Work with you to complete any application forms and explain any additional documentation clearly**
- **Maintain regular contact throughout the process, keeping you informed at every stage**
- **Help protect you and your family against unforeseen events**
- **Provide a service for life – every time your product ends or circumstances change, we will be there to help you**