

# Silverthorn Client Care Charter

All Silverthorn Directors, Management and Staff commit to and have signed the following Client Care Charter

- Silverthorn clients are the core of our organisation.
- We acknowledge that success for our clients results in success for our organisation.
- We commit to place our clients' requirements at the core of our professional services.
- We commit to place our clients' interests at the core of our professional advice.

## Best practice

- We commit to treat our clients fairly at all times.
- We commit to act prudently and in the best interests of our clients at all times, while striving to deliver optimal returns.
- We commit to provide our clients with the best financial advice available to us.
- We commit to secure the optimal benefits for Silverthorn clients from service providers.

## Compliance and confidentiality

- We commit to providing security of investment for our clients by meeting and exceeding the highest statutory, regulatory, governance and compliance requirements across the financial services sector.
- We commit to treat all client matters with the utmost confidentiality, including the protection of all clients' personal information.

## Silverthorn company service levels

- We commit to respond to any client query within 24-hours of its receipt.

## Continual company improvement

- We commit to engage in a programme of continual improvement across our organisation.
- We commit to continuously train and educate our staff to provide clients with optimal service and professional advice.

## Systems

- We commit to continually improve our information and systems capability in order to provide our clients with cutting-edge product information, response times, service delivery and efficiency.

## Client satisfaction

- While we commit to and strive for the highest levels of client service in South Africa, should we receive a complaint from any client, we commit to respond professionally and courteously within 24-hours of receipt and thereafter to take all appropriate actions to achieve client satisfaction.
- If you are happy with our service, we would appreciate hearing from you on **0800 23 37 93**.
- If you have a suggestion on how we can become even better, we would love to hear from you on **0800 23 37 93**.
- Should we ever disappoint you, we need to hear from you on **0800 23 37 93** or on [clientcare@silverthorneb.com](mailto:clientcare@silverthorneb.com).