

Consumer Duty Statement

At AVALONPAY FINANCE LIMITED, we are dedicated to ensuring that our customers receive the best possible service and support. Our Consumer Duty Statement outlines our commitment to treating our customers fairly, transparently, and with integrity.

Our Commitment to You

Fair Treatment

We believe in treating all our customers fairly. We ensure that you receive clear, transparent, and non-misleading information about our products and services, allowing you to make informed decisions.

Accessibility

We strive to make our products and services accessible to everyone, including those with disabilities or those who may require additional support. We are here to help you every step of the way.

Clear Communication

We are committed to providing you with clear, accurate, and understandable information. We disclose any risks associated with our products and services, ensuring you are fully aware before making any commitments.

Responsive Customer Support

Our customer support team is available to assist you promptly and professionally. We handle inquiries, complaints, and issues with the utmost care, ensuring your concerns are addressed quickly and fairly.

Continuous Improvement

Your feedback is valuable to us. We actively seek and use customer feedback to improve our offerings and customer experience.

continuously

Ethical Conduct

We conduct our business with integrity, ensuring our actions are always in your best interests. We adhere to all relevant laws, regulations, and industry standards to meet our consumer duty obligations.

Consumer Duty Principles

Act in Good Faith

We operate honestly, fairly, and with integrity in all our dealings with you.

Avoid Foreseeable Harm

We take proactive measures to identify and mitigate any potential harm to our customers, ensuring our products and services do not cause undue risk or detriment.

Enable and Support You

We empower you to make informed decisions by providing clear, accessible information and support throughout your customer journey

Deliver Good Outcomes

We are committed to delivering positive outcomes for you, ensuring our products and services provide genuine value and meet your needs effectively.

Governance and Oversight

Board Responsibility

Our Board of Directors ensures that we fulfil our consumer duty obligations, providing oversight and accountability for our commitments

to you.

Senior Management Involvement

Our senior management team actively implements and monitors our consumer duty practices, ensuring they are embedded across all levels of our company

Monitoring and Reporting

We regularly monitor our performance, using key metrics and customer feedback to assess our effectiveness and identify areas for improvement. We report on our performance to the Board and relevant stakeholders, ensuring transparency and accountability.

Conclusion

At AVALONPAY FINANCE LIMITED, your best interests are at the heart of everything we do.

We are committed to continuous improvement and regularly review and update our Consumer Duty Statement to reflect your needs, regulatory requirements, and industry best practices.

For any questions or feedback regarding our Consumer Duty Statement, please do not hesitate to contact us.

This statement ensures that AVALONPAY FINANCE LIMITED clearly communicates its commitment to customer care and regulatory compliance on the website, making it accessible and understandable for all customers.