

## **Client Commitment Program**

We recognise that you, our client, are the reason we are in business. Without you having a great experience and positive result with us, our business would cease to exist. We understand the importance of our role in providing you with informative and professional services.

Our business operates on a core list of commitments known as our Client Commitment Program. The entire Empower Wealth team is focused on putting these words into action to better serve you.

### **Efficient Service**

We strive to perform our duties accurately, on time, every time, ensuring we make your experience of working with us as stress free and rewarding as possible

### **Superior Product Knowledge & Education Offerings**

Great service comes from strong knowledge of our products and industry. We continue to educate ourselves and our clients on the latest product offerings and market trends. This knowledge leads to an educated client who can in turn make more informed and successful financial decisions

### **Ethical**

All of our dealings are done with honesty and integrity. We work hard to gain your trust and we'll treat your information with respect and confidentiality

### **Compliance**

We ensure at all times that our services are within the laws and regulations governing our business and industry. We work with you to ensure complete understanding of all parties' obligations within our service offerings

### **Own the Client Enquiry**

Our business is built on strong communication, solid business systems and regular training to ensure your enquiries are handled professionally and efficiently

### **The Common Sense Approach**

Each staff member is taught to do their own thinking and add value to your experience, in our pursuit to seek logical solutions for your requirements. We believe the decision making process is a combination of our proven knowledge and experience, combined with your input to ensure we achieve your desired outcome

### **Client Satisfaction**

We believe that if we look after you, our client, to the best of our ability, then you will reward us with your ongoing business