

OCR CUSTOMER SUPPORT CHARTER

We will make it easy for our customers and make sure their voice is heard

WE WILL MAKE IT EASY BY:



Providing the help and support you need quickly and efficiently



Providing the level of service you expect, regardless of how you choose to contact us



Having friendly and knowledgeable people available to help

WE WILL MAKE SURE YOUR VOICE IS HEARD BY:

Asking for feedback



Listening to what you say



Acting on this to improve our service and support

