



## Customer service charter

At PICA Group we strive for excellence. That is why we have created a customer service charter to ensure we always maintain high levels of customer service.

PICA Group's commitment to our customers include:

### High standards of guidance, support and delivery

PICA Group provides ethical and quality service to deliver the best level of support and service you expect.

### Timely distribution of meeting minutes

We follow the relevant state legislative time frames regarding the final distribution of all meeting minutes to each owner.

### Clear, courteous and transparent communications

We address requests with promptness and respond in a polite, friendly, transparent and respectful way.

### Prompt response to all enquiries

We reply to telephone messages by close of business on the next working day, unless there is an emergency.

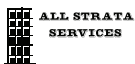
We acknowledge emails by the close of business on the next working day and prioritise a full response to you within seven days.

We reply to other, non-email, non-urgent written correspondence within fourteen working days.

### Confidentiality

We have the technology and systems to ensure that we protect your confidential information. We maintain confidentiality on behalf of a committee, body corporate, owners association or strata plan. Any documents that are privileged or confidential are separately filed with their release subject to the approval of the committee, body corporate, owners association or strata plan. We handle all your information in accordance with the Privacy Act 1988 and applicable legislation.

### Powered by PICA Group



ESTATE MANAGERS

