



Eurotunnel Treating Customers Fairly Policy statement

At Eurotunnel we pride ourselves on being able to deliver the best possible channel crossing experience to our customers, with the opportunity to protect themselves from unforeseen travelling misfortunes with our comprehensive range of travel and motor breakdown, insurance products.

Our aim is best set out in our mission statement:

Working together to ensure we meet our customers' expectations

Treating customers as we like to be treated ourselves

These words reflect the culture and philosophy that is central to our activity. We recognise, however, that to fulfill this objective we must:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly.
- Monitor calls and activities to ensure that each travel or insurance enquiry is treated consistently and that any advice given is in the customers' best interests.
- Continually assess the services we provide to ensure we can meet changing requirements.
- Provide documentation to clearly and unambiguously explain how our travel offerings work.
- Empower our staff to ensure any concerns raised by a customer are immediately addressed.

We constantly monitor our ability to achieve these standards through:

- Regular written assessments of individual performance.
- Benchmarking performance against quality standards.
- Internal and external audits.
- Customer satisfaction surveys.