



Treating Customers Fairly

Opus puts customers at the heart of our business and focus on delivering good outcomes for those seeking debt advice and counselling, including directors with personal guarantees and individuals seeking personal insolvency advice.

Our service

We will provide a service that is designed to meet customers' needs in the debt advice and debt counselling space and at fair value taking into account the skills and experience of the Opus staff and prevailing market rates for such advice.

We will communicate clearly, both orally and in writing and engage with customers so that they can make effective, timely and properly informed decisions based on the advice offered taking into account their individual circumstances.

Our initial contact will always be made by a senior member of the team to ensure that customers' needs are fully met and they are dealt with by staff with the requisite knowledge and experience to assist and advise them.

How we work

We do not seek to exploit customers' behavioural biases, lack of knowledge or characteristics of vulnerability rather we provide unbiased and reasoned advice tailored to the customer's individual needs and requirements, as well as identifying vulnerable customers at the earliest opportunity. Our dealing with vulnerable people policy is communicated to all staff throughout Opus.

We support our customers in realising the benefits of the services they buy from us, without pressurising them, and signpost them to alternative solutions where Opus cannot assist or to ensure that they have considered all available routes to advice, including directing them to the not-for profit sector for advice. Customers will be allowed as much time as they need to make a decision.

Some of the issues we will discuss and consider with customers will include:

- ✓ The advantages and disadvantages of each available option for dealing with debt.
- ✓ The key stages and the roles of the adviser, the nominee and the supervisor where an IVA is being considered.

- ☑ Whether the customer will require additional specialist assistance which will not be provided by Opus, including the likely cost of that additional assistance, if known.
- ☑ The likely duration of the engagement.
- ☑ Any circumstances which might affect the duration of the engagement and the potential impacts of any delays, complications or changes to the original terms.
- ☑ The likely costs.
- ☑ What is required of the customer, including full, accurate and proper disclosure of information.
- ☑ Explanations of any areas of concern about what the customer has reported.
- ☑ The consequences of proposing and entering an IVA or other debt solution, including the rights of challenge to the IVA, and the potential consequences of those challenges, as well as other options for dealings with creditors.
- ☑ What might happen if an IVA is not approved or not successfully completed together with an assessment of the risk of failure.

We consistently consider the needs of our customers, and how they behave, at every stage of the lifecycle of the service we provide.

We monitor and regularly review the outcomes that our customers are experiencing and take action to address any risks to good customer outcomes as part of our Ethical Duties.

We continuously learn from our growing focus and awareness of real customer outcomes.

Our aim is to promote transparency, honesty, and openness in all our business practices and procedures, and we have created this 'document' for our staff so that we can share our expectations of how our customers should be supported throughout the lifecycle of the services we offer.