



# Commitment to Customer Service

Our mission is to foster the economic growth of diverse small businesses within our communities.

It is our responsibility at Colorado Lending Source to exceed the expectations of our customers, partners, stakeholders, and fellow employees. Our customer service practices are essential to fulfilling our mission of fostering the economic growth of diverse small businesses within our communities.

## Here is our commitment to you, our customers, partners, stakeholders, and fellow employees:

- We will be courteous and professional when interacting with you
- We will take the time to learn and understand your needs
- We will work tirelessly to ensure your satisfaction with our services
- We will resolve any issues quickly and directly while keeping you informed of our progress
- We will be responsive to your requests by adhering to these communication standards:
  - Responding to voicemail within 4 business hours of receipt
  - Responding to email inquiries within 24 business hours of receipt
  - Ensuring that the quality of our service is in no way diminished if we are working remotely
  - Maintaining the lines of communication when we are out of the office and unavailable for an extended period of time by setting an "Out of Office" message on both voicemail and email that identifies the length of our absence, when to expect a response, and an alternative point of contact
- We will provide service that is legally, ethically, and fiscally sound, while remaining conscious of the confidential nature of the information provided to us by our customers

The Colorado Lending Source Team

