

Customer Charter

Money Village Ltd is passionately committed to delivering an excellent service.



We will always communicate clearly with our customers - what we will do for you, what we don't do, the services we offer, the standard of those services, and what you can do if you believe we haven't delivered.

What we do for our customers

1. We accept that the information you provide is accurate.
2. We provide expert knowledge and professional service.
3. We will make sure that you understand your options and the service we provide.
4. We recommend what we believe is the most suitable option for you, but leave you the freedom to choose from any of the available options.
5. We administer the plan you have chosen on your behalf.

6. We will give you regular updates on your plan, ensuring that you are always fully informed.
7. If we make a mistake at any point, we promise to do our best to fix it.

What we don't do

8. We don't provide our service free
9. We don't promise to write off your debts.
10. While we promise to negotiate with your creditors, we do not promise to stop interest and charges on your debts.