



Customer Care and Best Practices

At UCG, world-class customer support is one of our core values. As our customer, you can expect:

- Friendly, courteous, and awesome service. You will be respected and never taken for granted.
- We will honor all of our commitments to you.
- Our services may not always be the least expensive on the market, but they will always be of the highest quality and designed to help you add significant value to your business.
- Always feel free to seek our help in understanding our work or to implement our suggestions.
- We believe that your perception of our performance is reality. Your feedback is critical to our ability to continually innovate and improve.
- If you are disappointed in our services for any reason, call us for an immediate resolution.
- We will acknowledge your communication with us before the end of the next business day.
- We will be honest and upfront with you at all times; we expect you'll do the same for us.
- Each of our team members has the authority to make decisions.
- We will communicate with you frequently to make recommendations that will help your business grow. We hope to hear from you often as well.



We look forward to building a long-term, valuable relationship with you! Your ideas, comments, and suggestions are always welcome.



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