

Company Values

Personalised Service: We pride ourselves on recognising whom we are speaking to - we know our customers. We aim to have one point of contact that understands your situation and can help you with educated action

Customer Service: We enhance our clients experience when dealing with us. We always deliver products and service of quality and that add value to all involved. We always look for continual improvement in the way we do things

Professionalism: Every decision we make is for the benefit of the people we support. We make the best decisions to protect our clients and company

Value: We value our clients, team members and company. We are focussed to deliver value to each other with respect

Honesty: We always speak the truth. We under promise and over deliver. We only make agreements we intend to keep.

Accountability: We are our client's conscience and act as a barrier to ensure the best decisions are made by our clients. We hold our clients and team member's goals in front of mind to ensure achievement

Loyal: We are focussed on the success of our goals and our client's goals, no matter what the situation. We act with pride, prosperity, competence and personal confidence to support everybody we are in contact with.

Friendly: We communicate in plain English language so we are easily understood.

Care: We care for all the people we touch everyday . Our "can do" attitude means people do not hesitate to make contact with us.

Communication: We speak positively of our team members, clients and Canterbury Financial Services in both public and private. We speak with good purpose using empowering and positive conversation. We never use or listen to sarcasm or gossip. We acknowledge what is being said as true for the speaker at that moment and take responsibility for our responses. We always apologise for any upsets first and then look for a solution.

Team: We are team players. We do whatever it takes to achieve team goals and stay together. We focus on co-operation and stay flexible in our work. We ask for help when we need it and are compassionate to others who ask. We communicate broken agreements at the first opportunity and fix immediately.

Systems: We always look for a system solution. If a challenge arises, we use a system correction before a people correction. We follow systems exactly until a new system is introduced. We suggest system improvements at the first opportunity.

Balance: We complete our work and our most important tasks first so that we can have quality time to ourselves and with our family. We have a balanced approach to life.

Education: We learn from our mistakes. We consistently learn and grow so that we can help our team members and clients to deliver the best solutions