

Transcript - How firms can prepare customers for Brexit?

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You should start with thinking about what information your customers need and when they need to receive it. You should communicate with all the different categories of customer you have who might be impacted by Brexit and it's important that customers receive the information in a realistic timeframe to be able to make decisions based on that information where appropriate. It's also important that you are ready to respond to any customer queries you get and be prepared to answer any queries they have in an accurate, clear and fair manner. Further information about our expectations of how firms should communicate with customers is available on our website and if you want to speak to someone in person you can call our special information line on Brexit.