

OUR CUSTOMER COMMITMENT

At Secure Trust Bank we have a strong set of values that as a team we aim to live every day. These values along with our Grow, Sustain and Love strategy continues to help us in building a great bank for our Customers, Colleagues and Shareholders.

OUR VALUES

What it means to you our customer



Customer Focused –
We listen to your needs

We see every contact with you as an opportunity to exceed expectations by listening and building our relationship.



Risk Aware –
Keeping you **safe**

We take responsibility for keeping our customers safe.



Ownership –
Keeping our **promises to you**

You can rely on us to be open and honest with you, if we say we will do it – we will and if it can't be done we will say that too.



Teamwork –
With you all the way

We will work as a team to make it easy for you to do business.



Performance Driven –
Striving to be **the best for you**

We measure our performance to identify what we do well and what we can do better.



Future Orientated –
Your future in mind

We will listen, adapt and keep our innovations clear and simple.