Our Promise

GCA Financial

OUR PROMISE TO OUR CLIENTS

We make the following promises to our clients and potential clients;

The goal of our promise is to enable our client or potential client, to clearly understand our commitment to them, the way in which we will interact with them and deal with the often, very personal, information they will share with us and to understand the values to which we commit and be comfortable that those values are consistent with their values.
Specifically, to our clients and potential clients we commit to the following;

1. It's all about you!
In all that we do, our focus will be on you and what (and who) is important to you. To achieve this, we will need to know a great deal about you and your aspirations, needs and objectives. We want you to be able to share your thoughts, opinions and personal information with us in the knowledge that confidentiality and security of information will always be strictly respected.

2. A long term relationship built on trust
We do not regard our clients as being part of a "transactional" business. We pride ourselves in achieving a long term relationship with our clients – one that is built on trust and the knowledge that at all times we have been, are, and will be, acting in your best interests.

3. The Journey
Because our relationship with you will not simply be a transactional one, we will be there beside you for the entire financial "journey" towards what it is that you aspire to. We will be your coach, your adviser, your mentor and your counsellor, in matters financial. And if we don't have an immediate answer to a question or a solution to an issue, we will research the matter and advise you accordingly.

4. The advice you receive
The advice we provide you with will be underpinned by the knowledge and experience that we have developed through many years of providing valuable services to all our clients. Every person in our business is not only well qualified formally, but is also committed to ongoing professional development. All our advisers are members of an appropriate professional association. Your "journey" with us will probably involve a great many individual pieces of advice and resulting recommendations.

5. Keeping you informed
As stated above, we will be obtaining information from you. However in return we commit to making the communication process a two-way street. To that end we will keep you updated not only on specific information relating to your own situation, but also ensuring that you are fully aware of what is happening in the global financial world and how it might impact your position and planning. In this process, you can expect us to always be frank, open and honest with you. Sometimes this may mean telling you things that are not necessarily palatable. However our duty is always to act in your best interests and that can only be done if we are completely transparent with you at all times.