



THE BENEFITS OF BEING A TRUSTMARK REGISTERED BUSINESS

Stand out as a Government Endorsed Quality Business and be part of the only Government Endorsed Quality scheme.

The face of TrustMark is changing at a fast pace and TrustMark's ongoing commitment to you is the development of a range of products and services to put you at the front of industry standards to grow your business.

YOUR TRUSTMARK BENEFITS.

TRUSTMARK BUSINESS PORTAL.

The business portal allows you to upload your company bio, add your specialist trades, upload photos and specify your location coverage. It provides everything you need to help manage your projects under one roof.

As a Registered Business, you can see requests from customers, respond to them, and manage your business presence, all from the ease of one central location. You can track customers progress, manage your customer enquiries and engage with them along the project journey to completion.



PAYMENT OPTIONS FOR YOUR CUSTOMERS.

Registered Businesses can now offer their customers finance options, including the provision for card payments, through the TrustMark portal, for specific jobs between the value of £500 to £25,000 with no more than a 25% deposit. Transparent, hassle-free finance options made available via your TrustMark membership, providing you with the opportunity to offer this additional benefit to your customer and in turn, secure more projects.



QUOTES & CONTRACTS.

Create and send branded quotes and invoices; it's all part of your TrustMark membership. Both parties can check the status of a project, and all communications can be managed through the portal, providing confidence and clarity.



GIVE GREATER CONFIDENCE TO YOUR CUSTOMERS.

By adhering to the Framework Operating Requirement and the Code of Conduct, TrustMark Registered Businesses offer their customers the optimum levels of choice, confidence and protection when selecting a tradesperson to carry out works in and around their home.



TRADING STANDARDS APPROVAL SCHEME.

As a TrustMark Registered Business, you have the option to become Trading Standards Approved. This status will provide you with the following; greater confidence for your customers through the successful completion of intelligence checks, ability to display the 'Trading Standards Approved' status on your search results, and access to the 'Trading Standards Approved' logo for all documentation and marketing materials.



HELP CUSTOMERS TO FIND YOU.

The TrustMark online directory gives customers a quick and easy way to view your business when considering contractors for home improvement works. Benefit from TrustMark marketing initiatives aimed at driving consumers to the TrustMark search function. Manage clear, easy and paperless communications with your customers from quote to completion.



PROTECT YOUR CASHFLOW BY USING ESCROW.

TrustMark's low-cost Escrow service provides both Registered Businesses and your customers with a protective financial system when entering into an agreement for work to be done in and around the home. This service allows customers to pay for the agreed work in advance or staged payments. As a Registered Business, you can have peace of mind that you're able to supply the materials and complete the job, knowing the funds for the job are available through the Escrow account.



STAND OUT AS A GOVERNMENT ENDORSED QUALITY BUSINESS.

As a Registered Business, you have easy access to a suite of TrustMark marketing collateral. Market your business and show your customers you are working to the highest of standards and are recognised for quality trading practices and customer service.



SUPPORTING PARTNERS.

TrustMark is collaborating with insurers to provide a suite of quality insurance services for TrustMark's Registered Businesses. Encourage consumer confidence and increased protection by showing that you have appropriate cover.

PROPERTY HUB COMING SOON.

TrustMark has created systems to deliver the Government Endorsed Quality scheme. The Data Warehouse is a valuable repository of data, and specific information about the work Registered Businesses carry out in all sectors.

The Data Warehouse feeds The Property Hub, a consumer-facing platform which:

- Acts as a one-stop-shop for information about a property including who did what and when. All accompanied by any supporting documentation or certification.
- Contains routes to advice on further home improvements and funding options, which presents a significantly increased opportunity for TrustMark Registered Businesses.
- Promotes the importance of using a TrustMark Registered Business and signposts consumers to the TrustMark online directory, where they can find a business in their area for any work they require.

HELP AND SUPPORT.

If you are looking for useful help, guidance and legal tips, then access a copy of the Registered Business Code of Conduct from the TrustMark website and have confidence in knowing all these are approved through our Trading Standards Assured Advice partnership.

STAY IN THE KNOW.

Sign-up for our Registered Business newsletter to keep up to date on how TrustMark is driving forward change to ensure quality, choice, confidence and protection.

We hope you find this information useful and it helps you recognise the benefits TrustMark provides for its Registered Businesses.



www.trustmark.org.uk

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