

# Norwich-based loan broker 'Talk Loans' maintains outstanding customer service

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In an industry where extortionate interest rates and small print can lead to widespread customer dissatisfaction, Talk Loans, an innovative Norwich-based brokerage service continues to receive excellent customer feedback.

The fee-free guarantor loans (<https://www.talkloans.co.uk/loans/guarantor-loans>) brokerage delivers a quick and efficient service, with personal loans agreed and paid on the same day. They also promote a uniquely personalised service: an easy online application is available on the firm's website, as well as the option to talk through the whole process personally, through their UK based call centre.

Talk Loans actively collect unfiltered, publicly accessible reviews from their customers through TrustPilot. Due to the company's steadfast focus on customer satisfaction they are currently rated 9.5 out of 10 on this platform.

Andy, a satisfied Talk Loans customer, left a five-star review, highlighting that "Talk Loans dealt with my enquiry promptly. The whole process took less than 4 hours to complete. I felt as if the lending decision was being made based on my current financial position and not my credit history. A pleasure to deal with."

By dealing with each customer on a case-by-case basis, Talk Loans is able to evaluate each individual's needs and financial status. This means customers such as Andy who may be unable before to find a lender due to credit history, are able to find affordable loans, efficiently and quickly.

Many other reviews mention the professional and friendly team behind Talk Loans. The company was born from a disillusionment within the loan industry and the team brings together over 25 years of expertise in the business to provide a superior service for customers and lenders alike. All of the staff at Talk Loans are passionate about providing a personalised service that the lending industry was otherwise lacking. This amassed experience, paired with a service that is catered on an individual basis, means Talk Loans provides something truly unique in the loans market – and customers seem to agree.

Sources: <https://www.talkloans.co.uk/about-us>  
<https://www.talkloans.co.uk/loans/guarantor-loans>  
<https://uk.trustpilot.com/review/talkloans.co.uk>

## Company Details

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