



The TrustMark Offer

A badge of quality. TrustMark is the only government endorsed quality scheme for improvements in and around the home.

- Prove that you are leader in your industry for superior quality, customer service & competence
- Take a stand against bad customer service and poor workmanship
- Give your customers additional confidence

PCA has been a TrustMark Scheme Provider, raising standards since 2007



Quality Members Only

Not everyone can make the TrustMark grade. TrustMark is a not-for-profit social enterprise and works differently to commercially driven traditional 'find a trader' lead generation tools. Being one of our Registered Businesses means you are proven, competent and independently assessed to meet high quality standards.

Being TrustMark Registered gives

- The reputation of being a champion of superior quality and consumer protection
- Enhanced assurance for your customers, by giving them access to an Alternative Dispute Resolution (ADR) service through the Dispute Resolution Ombudsman
- Advice and support on how to maintain clear, fair communications and efficient processes through our extensive Code of Conduct
- Tools to build your business including training and marketing templates in partnership with Trading Standards

and

- We understand the importance of legitimate reviews. Our reviews are independently verified by Referenceline



Business Promotion

TrustMark PR and Marketing

TrustMark frequently features in articles and news items across most media sectors including trade titles, national and regional news titles and consumer magazines. In the past six months TrustMark has appeared in over **500 positive articles** including Ideal Homes Magazine, Sunday Times, The Express as well as regional press and trade publications. We also promote Registered Businesses across our social media platforms.

Making it easier for customers to find you

Customers can easily find you using TrustMark's 'Find a Trader' online directory. Promote your business with your unique TrustMark profile which can link to your website. Showcase your work, build your reputation with independent reviews and track enquiries.

Visible Campaigns and Marketing Support

Displaying the TrustMark logo on your letterheads, marketing material, website and vehicles will provide additional assurance to potential customers that you are a quality business. Benefit from our marketing initiatives aimed at driving customers to the TrustMark website with over 500,000 unique visitors a year.

Access to our National Trading Standards Approved Scheme



Where other schemes are regional to the local authority area, we offer a national scheme – which covers those that take part wider geographical coverage.

The cost of application for TSA is £90 (+ VAT) per year. Within this cost is the Intelligence Check (Intel) that is completed by trading standards.

Have you claimed your business portal?



The Business Portal is a free resource to promote your business and manage customer communications. Create your own personalised profile, visible to customers searching for the trades you offer. You can make yourself available to chat, so customers can better understand your expertise and what is involved with their request.



Protecting you and your customers

We are a member of the Dispute Resolution Ombudsman. Reassuring consumers, by giving them the option to raise a dispute with the Dispute Resolution Ombudsman who will independently investigate the complaint to help reach a fair and reasonable outcome.

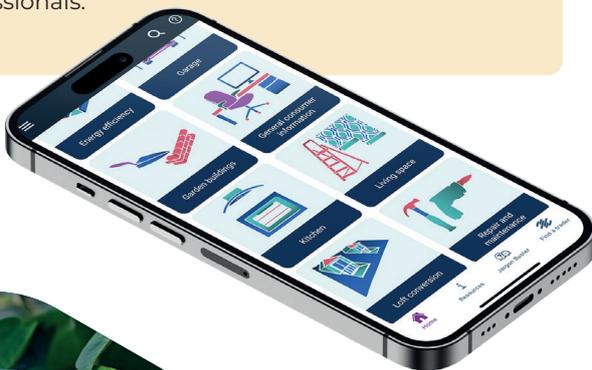
TrustMark's low-cost payment protection (Escrow) service provides both Registered Businesses and your customers a protective financial arrangement when entering into a contract.

We represent your voice across industry

We are a not-for-profit social enterprise working to benefit you. We work with thought leaders and key influencers to improve standards of work carried out in and around the home. We take a stand against bad customer service and poor workmanship, to build future skills and protect consumers.

Home Improvement App

Linking to our 'Find a Trader' directory our Home Improvement App has been developed in collaboration with HSE. With dedicated pages including the importance of ventilation and waterproofing basements the App broadens the consumers' knowledge and confidence in dealing with and asking questions to our registered professionals.



Save up to 56% off business breakdown cover



Protect your tools, save over £77 a year



20% off all tool hire and equipment



Save up to 10p per litre on fuel



Up to 15% off car and van hire



Savings on food, holidays, dining and much more



octopus electric vehicles

Cost-effective vehicle leasing



TradePro

Save 10% every time you shop



Offer flexible financing options to your customers



MELLOR FINANCIAL TRAINING

Save 75% off on-demand finance training