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MYJAR, a recent finalist for the award of Best Customer Outcome, are now taking on Barclaycard, British Gas and Zopa in the upcoming Collections and Customer Service Awards, for the title of the best Vulnerable Customer Support Initiative.

Stuart Sykes, Group Customer Operations Director of MYJAR said: “We’re thrilled to be finalists in both the awards. Providing the highest level of customer service and care is a huge part of our ethos at MYJAR, and it’s fantastic for us and all the staff to be recognised for that.”

They have supported millions of customers, by being the flexible loan provider that they can trust. Thousands of customers have awarded MYJAR a score of 9.4 out of 10 on Trust Pilot for their excellent service, saying things like:

“Brilliant – Very helpful, fantastic service.”

“Excellent – Good service. Quick and transparent.”

“Easy and Helpful – Easy to apply online and I found this lender so helpful.”

“Fantastic Service – I have found MYJAR to be an excellent company. Fantastic efficient service and definitely the best company I have used by far.”

Customers widely appreciate the flexibility of loans and repayment plans offered. By creating these, they are making sure that their customers can repay at a comfortable rate that suits them, ensuring they do not experience financial difficulties due to over borrowing.

MYJAR.com provides its customers with service 7 days a week over the phone and by email. Their staff deal with a variety of different enquiries and aim to resolve them with the best outcome at all times.

As a responsible lender, MYJAR sends out SMS and e-mail reminders a few days before payments are due, to remind customers of how much they need to pay and when the repayment needs to be made by. The message also informs the customer of the benefits of paying their loan back early and what to do if they are experiencing difficulties.

Following a co-creation exercise with their customers, MYJAR are now offering loans of up to £3,600, whilst still having the great benefits of being able to pay back early at no extra cost, helping their customers save money.

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