



ARNAL, following the modification of its corporate image and the establishment of its Business Development Department, continues to face its transformation with the aim of adapting to the new needs of the market and society, in order to remain in it. the same situation that has maintained in the last decades. It has deepened in the transformation of the three essential lines of professional performance, the one corresponding to BPO and Legal Services (identification in green), Business Advice and Law Firm (identification in blue) and Real Estate Services (identification in orange) for provide them with a more modern structure and organization and implement in a more extensive way the use of recent technologies.

The ARNAL Management understands that current times require an important adaptation of the provision of services and, in addition, the market environment, as well as the volume that has been acquired, require strengthening everything related to the brand, internal organization, technology and market positioning. The changes faced do not change anything, on the contrary, they reinforce the commitment to quality and obtaining a high degree of satisfaction from our customers, whether financial entities or their clients.

For all the stated, among our commitments are the following:

PERSONALIZED ATTENTION AND CLARITY

Each of our clients has a person or contact department that will manage your case and will assist you, inform and advise at any point of the process. It will be at your disposal to clarify any doubts that may arise.

EXPERIENCE AND RIGOR

The human team that forms the company has a high degree of knowledge and extensive experience, which guarantees a high professionalism throughout the process. We have technological tools that allow us to monitor and control the work process to avoid errors and dysfunctions, providing a better service and better information to our customers.

CONTINUOUS IMPROVEMENT

The tools of the Quality Management System must provide us with the necessary information to make the decisions that guarantee the continuous improvement and the satisfaction of the clients and interested parties, in accordance with the established requirements and the applicable laws and regulations. The Management is committed to the dissemination, communication and review of this policy.

INNOVATION

We understand that professional services, in their most current version, need a deep component of Innovation, not only reduced to the scope of the use of technologies, but also in the search for new formulas to provide services, more in line with the expectations that Customers have about our performance.

Barcelona, 22th December 2017