



## **TREATING CUSTOMERS FAIRLY (TCF) POLICY STATEMENT**

**FINANCIAL ASSOCIATES SPECIALIST ADVISORY SERVICES (PTY) LTD**

**Authorized Financial Services Provider Registered with the FSB**

**FSB Number: 44829**

FINANCIAL ASSOCIATES SPECIALIST ADVISORY SERVICES (PTY) LTD is an authorized financial services provider. Our mission/strategic objective is to run a profitable business and to provide advice and intermediary services to clients. Treating Customers Fairly is an integral part of our strategy.

Our TCF policy is structured according to the guidance provided by the Financial Services Conduct Authority (FSCA) to ensure we consistently deliver fair outcomes to our clients. We take responsibility for providing an enhanced service quality to clients, based on a culture of openness and transparency.

FINANCIAL ASSOCIATES SPECIALIST ADVISORY SERVICES (PTY) LTD will strive to comply with and contribute to the TCF fairness outcomes, viewed from the perspective of the customer:

**The six fairness outcomes:**

**Outcome 1:** Customers are confident that they are dealing with providers where the fair treatment of customers is central to the provider's culture.

**Outcome 2:** Products and services marketed and sold in the retail market is designed to meet the needs of identified customer groups and are targeted accordingly.

**Outcome 3:** Customers are given clear information and are kept appropriately informed before during and after the time of contracting.

**Outcome 4:** Where customers receive advice, the advice is suitable and takes account of their circumstances.

**Outcome 5:** Customers are provided with products that perform as providers have led them to expect, and the associated service is both of an acceptable standard and what they have been led to expect.

**Outcome 6:** Customers do not face unreasonable post-sale barriers to change products, switch provider, submit a claim or make a complaint.

**In order to fulfil our commitment to Treating Customers Fairly, we will focus on the following aspects:**

- We will follow the requirements of the FAIS General Code of Conduct as well as our Conflict-of-Interest policy in dealing with our customers.
- We will put management information mechanisms in place that are designed to monitor and measure FINANCIAL ASSOCIATES SPECIALIST ADVISORY SERVICES (PTY) LTD performance in delivering the relevant fairness outcomes.
- All our members of staff are trained to deal with our clients and are committed to maintaining high standards of services
- Our staff are not remunerated or incentivised in ways which encourage them to deal with our clients in an unfair or biased manner.
- We will always tell customers what they can expect from our relationship
- We will review our TCF policy on an ad hoc basis but at least annually

#### **Complaints handling**

- We will handle complaints fairly, promptly, and impartially
- In dealing with complaints, we will treat all situations alike and give careful consideration to whether an error might have affected a wider class of customers and what should be done to remedy this.
- We will pay attention to the outcomes of complaints which can serve as an important source of intelligence about the health of our business and systems. We will investigate the root causes of

complains and obtain feedback from customers who have experienced our complaints process in order to improve the level of services that we provide.

- We will measure the length of time taken to deal with a complaint, the outcome and the way in which the outcome is communicated to the customers in order to ensure that we are treating our customers fairly

### **Treating Customers Fairly in our Business**

- We encourage and welcome feedback from staff and customers on our services and procedures
- Strategic objectives include TCF as an explicit and measurable objective and performance against this objective will form part of staff competency ratings.
- Before we contract with a third party, we will satisfy ourselves of their commitment to treating our customers fairly. In particular we will consider the TCF policy and the management information that they can provide to demonstrate the fair treatment of our customers
- Our complaints process will be clear and easy to understand

For any queries or feedback in relation to Treating Customers Fairly (TCF) at FINANCIAL ASSOCIATES SPECIALIST ADVISORY SERVICES (PTY) LTD, you can contact us at the following number or addresses:

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