

TREATING CUSTOMERS FAIRLY DECLARATION



TCF is an FSCA regulated policy aimed at ensuring that all organisations “treat their customers fairly”. To comply with the policy your organisation will need to demonstrate that it meets the 6 key TCF Outcomes by way of this declaration.

WHAT ARE THE SIX 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 are 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 product, switch provider, submit a claim or make a complaint.

Please tick yes or no to the questions below regarding TCF:

Outcome	Question / Statement	Yes	No
Outcome 1	Confirmation of knowledge of TCF and commitment to TCF outcomes		
	Confirmation that all staff (including myself) have been trained on the principles of TCF		
	Confirmation to measuring and monitoring of fair treatment of customers		
Outcome 2	Confirmation that the products requested from OCMS meet the required customer needs as identified by the broker		
Outcome 3	Commitment to providing the customer with all the information needed to make an informed purchasing decision		
	Commitment that all marketing and customer communication is designed for its intended target market and is easy to understand		
	Confirmation to act as custodian in respect of all information provided by OCMS to ensure it is appropriate for target customers		

INITIAL HERE



Outcome	Question / Statement	Yes	No
Outcome 4	Confirmation of FAIS compliance and being able to evidence record keeping of advice		
	Confirmation of evidence of FSP license and will notify OCMS immediately should such license lapse or be revoked		
Outcome 5	Commitment to fairly represent the product features, limitations and processes in respect of all OUM products offered		
Outcome 6	Commitment to record all complaints made by potential customers or customers per formalised complaints management process		
	Commitment to respond to complaints received timeously and to record evidence of complaint handling process and resolution		
	Commitment to notify OCMS of key themes arising that indicate the need for possible changes to products or product training needs		

This declaration confirms that FSP name _____ adheres to the principles of TCF and is committed to compliance to all the outcomes.

Name of Duly Authorised Person on behalf of the FSP

Date:

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

INITIAL HERE