



TREATING CUSTOMERS FAIRLY POLICY (TFC)
Steve Slatter Insurance Brokers (Pty) Ltd
An Authorised Financial Services Provider FSP 10663

Accessibility of “Treating Customer’s Fairly Policy” and method of Publication

The policy is accessible in electronic or printed format from our office during office hours, and on our website

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The Principle of the TCF

The Principle of the TCF is a consumer protection policy introduced by the Financial Services Board (FSB) to address the problem of unbalanced information in the financial services industry where financial service providers possess certain information that the consumers do not.

The TCF policy aims to raise standards in the ways that financial service providers carry out their business, by introducing a framework that will benefit consumers and create confidence in their financial services providers.

Required Outcomes of the TCF

The FSB has identified 6 TFC Outcomes which epitomise the core values of the principle of “Treating Customers Fairly”:

1. The fair treatment of customers must be central to the firm’s culture.
2. Products and Services marketed and sold in the retail market must be designed to meet the needs of identified customer groups and targeted accordingly.
3. Customers must be given clear information and be kept appropriately informed before, during and after the time of contracting (disclosure).
4. Where customers receive advice, this must be suitable and must take into account their current circumstances.

5. Your products must perform as you have led your customers to expect and your service must be of an acceptable standard and must be what your customers are expecting.
6. There must be no unreasonable post sale barriers to change product, switch provider, submit a claim or make a complaint.

TCF will require demonstrable delivery of the 6 fairness outcomes throughout the product life cycle and across the value chain.

Policy Statement

SSIB is committed to the fair treatment of its customers and recognises that Treating Customers Fairly is an essential principal to be applied in all areas of our day to day business activities and to ensure delivery of fair outcomes in our services to our clients.

In adopting the TCF policy, we aim to add value to the service we offer our clients by:-

- Protecting the interests of our clients at each stage of product life cycle, from promotion right through to after-sales;
- Meeting the unique requirements of our customers by offering a transparent, efficient and professional level of service delivery;
- Contantly reviewing our products to identify areas of improvement and to ensure that our customers clients are being met by the product and/or service.

Complaints and Claims Handling

- SSIB strives to handle all claims and complaints timeously, fairly and consistently.
- We will ensure our customers expectancies are met.
- We will ensure that the outcome of a complaint is communicated to our customers in a manner that warrants that we are treating our customers fairly.

- We will give careful consideration to whether an error might have affected other like clients, and take remedial action to rectify any wide-spread error.

Standards of Commitment

SSIB commits to the following standards to ensure fulfilment of our commitment to TCF:-

- We will follow the requirements of the FAIS General Code of Conduct.
- We will aim to identify and understand the needs of our customers.
- We will deliver our services with clarity and transparency and in lay-man's terms.
- We will identify policy risks and exclusions to our customers.
- We will ensure our staff are adequately trained and maintain high standards of service delivery.
- We will ensure our service providers are committed to treating our customers fairly.
- We will maintain open communication with our products suppliers to ensure currency of their products and services.
- We will provide appropriate after sales information and services to customers.
- We will encourage feedback from our customers on our services and products.
- We will ensure that our Complaints Procedure is accessible to our customers.
- We will adhere to our Conflict of Interest Policy.
- We will review our TFC policy on an ad hoc basis.