

Treating Customers Fairly Policy

At Fleet Solutions Network, we are fully committed to providing customers with an exemplary level of service and treating customers fairly is integral in achieving this.

Treating Customers Fairly (TCF) is a core principle laid down by the Financial Conduct Authority (FCA) to ensure fair treatment for all customers. A key aspect of TCF is to ensure standards improve across the industry and to increase consumer faith and confidence in the financial services industry

The six guiding principle elements are: -

- Consumers are confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.
- Products and services marketed and sold in the retail market place are designed to meet the needs of identified consumer groups and are targeted accordingly.
- Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.
- Where consumers receive advice, the advice is suitable and takes account of their needs and circumstances.
- Consumers are provided with products that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.
- Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit claims or make a complaint.

As TCF is a fundamental part Fleet Solutions Network core ethos and culture, we continually strive to ensure all our customers are treated fairly. Because of this you can expect the following from Fleet Solutions Network throughout your dealings with our company:

- Proactively listening to our customers to understand their needs and requirements
- Any advice provided will take in to account the customers' requirements, needs and circumstances.
- Fully Ensuring all our customers understand all risks associated with products and services.
- Ensuring services and information provided are transparent and do not contain any hidden conditions or complex definitions
- We treat customer privacy seriously and ensure that all staff follow the rules in relation to Data Protection to ensure that customers details are kept secure and confidential
- We take complaints very seriously and aim to resolve them promptly, learning and improving as a result of them in our day to day operation

We are authorised and regulated by the Financial Conduct Authority - Registered No. FRN 723895. We are a Credit Broker and not a Lender.

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