

# TCF Policy

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## Introduction

The FCA's Treating Customers Fairly (TCF) initiative results from their core Principles for Business, specifically PRIN 6 – "A firm must pay due regard to the interests of its customers and treat them fairly."

TCF is embedded throughout the FCA's handbook and they have developed 6 TCF outcomes:

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

At Leo Alexander Wealth & Financial Management Ltd we are passionate about our commitment to Treating Customers Fairly and this policy has been designed to provide an outline of how we go about this commitment.

## Our Mission Statement

Our objective when dealing with clients is to enable them to be capable and confident.

We aim to do this by putting out simple and understandable information and using diligence, care and integrity.

## Summary

We acknowledge that TCF is an ever developing and continuous process so we are constantly reviewing our policies and procedures to ensure that TCF remains of paramount importance. In addition we welcome any feedback from clients as to how we can improve our service. We are committed to providing our customers with the highest possible level of customer service and when we fail to do so, we will make every effort to learn from our mistakes to improve our level of service.

## Our Commitment to You

We will:

Provide you with clear information about the products and services we offer, including any fees and charges that may be applicable.

- Establish your individual needs, preferences and circumstances before recommending a product or solution to you.
- Only recommend a solution that we consider to be suitable for you, and this will always be the most suitable from the options available.
- Encourage you to ask if there's something you do not understand.
- Give access to a formal complaints procedure should you become unhappy with our service.

## How You Can Help Us

To help give you the most appropriate advice, we will ask you to:

- Provide us with as much information as possible so that we can accurately assess your circumstances.
- Let us know about changes that might affect your ability to make payments to your chosen solution.
- Let us know if there is any aspect of our service, or of a product we have discussed or recommended, that you don't understand.
- Tell us if you think there are ways we can improve our service and or products.

**To fulfil the FCA's 6 TCF outcomes we will do the following, this list is not exhaustive:**

- **Adviser and Staff Training and Competence** – We ensure that all advisers and staff are appropriately versed on all of the fundamental principles of TCF. In addition, where applicable, advisers and staff are comprehensively trained in order to suitably advise on and efficiently provide our services. We ensure that all TCF training is kept up to date in order to take account of market and regulatory changes and so we can be certain that they remain competent for their respective duties.
- **Communication** – All communications with customers will be made in an open and transparent manner.
- **Customer Service** – We will make sure that our customers can be sure of the service to expect from us.
- **Suitability** – All clients will be correctly classified to ensure they are offered the correct level of protection. All recommendations made to our customers will be suitable to their requirements and their investment objectives. In addition, all customers will be made aware and clearly understand the risks inherent with any service or product offered.

- **Management Information (MI)** – We use MI to ensure that our TCF commitment is being met. Good MI enables the management team to make informed business decisions in the best interests of its customers. Good MI should be accurate, timely, relevant and consistent.
- **Policies and Procedures** – LAWfm has in operation a number of policies and procedures designed to manage any conflicts of interest which may arise in our fair treatment of customers. The following list is an indication and by no means exhaustive.
  - Personal Account Dealing Policy
  - Corporate hospitality and gifts Policy
  - Compliance Manual
  - Privacy Policy
  - Financial Promotions
  - Conflicts of Interest Policy
  - Best Execution and Order Execution policies

### **Complaints Procedure**

Should you be dissatisfied with any aspects of the services provided to you, you may make a complaint to the Compliance Officer. You should send your complaint to The Compliance Officer, LAWfm STEP Business Centre Wortley Road Deepcar Sheffield S36 9UX. Upon receiving the complaint, we will acknowledge the complaint and provide details of our internal complaint handling procedures.

If you are dissatisfied with the outcome of our investigation of your complaint, you may complain directly to the Financial Ombudsman Service. You need make any such complaint to the Financial Ombudsman Service within six months of LAWfm sending you its final response to the complaint.

The Financial Ombudsman Service's contact details are:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London, E14 9SR  
Tel: 0800 023 4567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Web: <http://www.financial-ombudsman.org.uk/>