

Performance Insurance Services LLP

Treating Customers Fairly - TCF

Mission Statement

Independence – Value – Quality - Service.

Our aim is to ensure our clients receive the highest level of advice and recommendations on the widest range of products, suitable to their specific needs and circumstances. To treat our clients as individuals and keep them informed of the choices and products available to them by using the appropriate communication methods. We will remain independent and unbiased towards products or providers and we will deliver a long lasting relationship to our clients throughout their lifetime and careers.

The six TCF outcomes

The Financial Services Authority has defined six consumer outcomes, which explain what they want TCF to achieve for consumers.

Outcome 1: Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.

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

Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

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

Outcome 5: 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.

Outcome 6: Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

<http://www.fsa.gov.uk/Pages/Doing/Regulated/tcf/index.shtml>

These are the measures that Performance Insurance will continually take and monitor to achieve the outcomes as defined by the FSA above:

Outcome 1: Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.

TCF at Performance Insurance begins with the partners. They will set the benchmarks and instill the culture of treating customers fairly throughout the company. The partners will review TCF performance regularly. All staff will be trained on the principles and involved with feedback and decisions to help improve the standard of service offered to our clients.

Regular reviews of customer feedback and management information will be shared and discussed within the company and everyone will be encouraged to speak up and offer opinions on improvements where necessary.

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

All our clients will be offered relevant products where it is identified that there may be a need. It is our job to identify the need and make recommendations based on a sound knowledge of our client's individual circumstances. There will be no obligation for a client to accept our recommendations and we will document everything accordingly, providing all the necessary information relating to the product for our client to make an informed decision.

We will, with our clients consent, keep them informed of products that may be suitable or of interest by use of various marketing communications including letter, email, telephone and website material. We will ensure all marketing material is approved and correct and will respect any client's wishes to stop receiving marketing material.

Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

All recommendations will be accompanied with the relevant material including quotations, research, key features documents and suitability letters. Regular updates and communication by the preferred method will keep the client informed of the progress of their chosen products and notes of all communications will be kept.

Where we are unable to directly help with any identified need, we will always endeavor to pass them to an authorised and suitable firm who can provide the same level of service as Performance Insurance.

Client questionnaires will be used to allow our clients to give feedback on the service received and this information will be used to make any necessary changes to systems or procedures to improve our TCF standards.

Complaints will be dealt with correctly and according to the procedures as laid out by Personal Touch Financial Services.

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

Our advisers will undertake regular training to maintain their product knowledge and they will only give advice once they have conducted a full fact find of the client's circumstances. Advice of product and provider is based on the clients needs and there will be no bias towards providers based on commission received. Management will conduct regular reviews of advisers spread of business to ensure the correct advice is being given.

Our advisers will ensure the advice and recommendations given take into account clients circumstances and affordability today, and also in the future. A long lasting relationship with the client is our aim. Records will be kept and maintained for future dates and contact made accordingly to keep the client informed of suitable products.

Outcome 5: 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.

Performance Insurance will keep up to date with any changes in our providers' products, services standards, performance, claims history and pricing structure. We will ask clients to inform us of any dissatisfaction they have with a provider or product recommended by us so that we can take it up with the provider to improve standards.

Our aim is to make sure any protection policy recommended pays out. We will offer assistance with claims wherever possible to ensure a speedy payout and maintain records of claims by our clients for future reference.

Outcome 6: Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

Performance Insurance will make ourselves available to all clients at any point for advice and help with any aspect of a product sold. Be it a complaint, desire to alter or change the product due to changes in circumstances, or to submit a claim.

We make no upfront charges to our clients and make it clear at the outset how we are paid. At no point will we make charges to a client to cancel a policy or restrict them to a policy for any length of time.

Performance Insurance is a trading style of Performance Insurance Services LLP, which is an appointed representative of Personal Touch Financial Services Ltd, which is authorised and regulated by the Financial Services Authority.