

# TREATING CUSTOMERS FAIRLY (TCF)

## Treating Customer Fairly (TCF) - Objectives Statement

### 1. What is TCF?

TCF stands for Treating Customers Fairly. TCF was implemented by the Financial Services Conduct Authority to ensure that the fair treatment of customers is embedded within the culture of all financial services providers. The goal of TCF is to improve customer confidence, ensure customers are provided with appropriate products and services, and enhanced transparency and discipline.

### 2. What are the six TCF outcomes?

Tracker Financial Services and all its employees subscribe to all six outcomes of TCF which are as follows:

- Outcome 1** Policyholders can be confident that they are dealing with an insurer where the fair treatment of policyholders is central to the insurer's culture;
- Outcome 2** Products are designed to meet the needs of identified types, kinds or categories of policyholders and are targeted accordingly;
- Outcome 3** Policyholders are given clear information and are kept appropriately informed before, during and after the time of entering into a policy.
- Outcome 4** Where policyholders receive advice, the advice is suitable and takes account of their circumstances;
- Outcome 5** Policyholders are provided with products that perform as insurers or their representatives have led them to expect, and the associated service is both of an acceptable standard and what they have been led to expect; and.
- Outcome 6** policyholders do not face unreasonable post-sale barriers to change or replace a policy, submit a claim or make a complaint.

Tracker Financial Services is committed to ensuring that the principles of treating customers fairly (TCF) are applied in all areas of our day to day business activities.

### 3. In adopting the TCF principle we recognize that fair treatment of our customers is about adding value to the service we offer by aiming to:

- Protect the interests of our customers at each stage of the product life cycle, from promotion right through to after sales service.
- Meet as best we can the unique needs of each customer by offering a transparent, efficient and professional service, and constantly reviewing our service to identify areas for improvement.

#### 4. In practical terms for the different areas of our business this means:

- Ensuring that sales staff have thorough training on all products they sell.
- Keeping detailed records to help ensure we treat customers fairly and can deal with any complaints that may arise swiftly and fairly.
- Encouraging after sales contact with clients where appropriate to correct or improve on the service already offered.
- Ensuring that customer complaints are assessed fairly, promptly and impartially.
- Encouraging staff to recommend improvements to service following customer complaints.
- Ensuring that staff are kept up to date with relevant training in relation to competence, data protection and other matters directly affecting the quality of service offered to customers.
- Communicating transparently with customers and other stakeholders in line with the principles of TCF.

#### 5. How can you help us?

- Provide and disclose all the relevant information to help us to assist you promptly and accurately.
- Let us know how we can improve our products and service.
- Advise us of any changes to your personal information to ensure we keep our records up to date.
- Read through your policy documentation and familiarize yourself with our products and processes.
- Please let us know if there is anything about our products that you don't understand or are unhappy with.

#### 6. Feedback

Should you have feedback, complaints or queries, please contact us on **0860 60 50 40** or in writing to [TFSP@tracker.co.za](mailto:TFSP@tracker.co.za). Our detailed complaints procedure can also be found on our website: [www.tracker.co.za](http://www.tracker.co.za) or refer to your policy.