



## TREATING CUSTOMERS FAIRLY (TCF) “POLICY”

### Policy Statement

Prescient acknowledges that its clients are the cornerstone of its success and is committed to treat its clients in a fair and equitable manner.

Prescient welcomes the Financial Services Conduct Authority (FSCA) treating customers fairly initiative and will do its utmost to embed the desired values and outcomes in its corporate culture.

Prescient is committed to give the highest standard of service to its customers and has heeded the guidelines set out by the Financial Services Board as core to providing exceptional standard of services to clients.

The TCF principles will be embedded in all facets of the business, from senior management to back office assistance. We believe that in order for a TCF culture to develop, all staff needs to be on board.

This policy shall apply to Prescient and its group subsidiaries that are required to implement TCF.

The 6 outcomes that Prescient will use in addressing customers' needs as highlighted by the FSCA are as follows:

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

All staff has been made aware of the TCF principles and what is required of them when dealing with clients. As a statement of intent to seriously promote TCF, this policy has been adopted by the Board.

**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.**

Clients can be confident that we have a robust, independent and tested method of assessing client's attitude to investment risk and needs of the client.

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

We will communicate with our client's at all points of the sale process in a way that is clear, transparent and not misleading or unfair. We are committed to make sure all our product material is in plain language prior to launching and after launching of the product.

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

Clients receive advice from their financial planners. Prescient does not give advice. However, where advice is given, Prescient will ensure that its product information is such that these financial planners keep clients informed of all risks and any potential consequences related to investment.

**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 what they have been led to expect.**

Clients can be assured that products are carefully monitored to ensure that it performs to the customer's reasonable expectations.

**6. Consumers do not face unreasonable post-sale barriers to changing product, switching provider, submitting a claim or making a complaint**

We are of the view that service standards should continue well until after the sale process ends. If a client decides that the product or fund is not suitable for them we will duly consider the issue and will to the best of our ability where reasonably possible look at changing the product or fund. In addition, if clients feel that they have been unfairly treated, they have the right to complain. We therefore employ a dedicated complaints handling process.