

John Hitchell Associates

Treating Customers Fairly (TCF) Mission Statement

“Our objective is to not only provide the best service our clients and prospects have ever had from any financial adviser, it is to provide the best service they have ever had from any financial services company.

This will be achieved by:

- ✓ Delivering what we promise, and finishing what we start
- ✓ Demanding high levels of service from our suppliers
- ✓ Being proactive in reviewing all financial commitments and existing provisions
- ✓ Maintaining high levels of product, marketplace, and legislative knowledge
- ✓ Informing clients as well as advising them
- ✓ Replying to calls and requests for information promptly
- ✓ Being polite, open, and honest
- ✓ Being on time to meetings, and letting clients know ASAP if we are unable to attend
- ✓ Advising clients at the earliest opportunity of any delays, or problems with their applications

Our aim is both to inform clients regarding how they can create wealth, and also how to preserve and protect what they have. Two of our fundamental beliefs are in the value of having savings/investments, and in the value of protection.

In striving to achieve our objectives, we will be governed by one overriding principle – that we will *always* place our clients’ needs above our own.”

THE SIX CONSUMER OUTCOMES

The FSA is seeking to ensure the focus on TCF delivers the following outcomes:

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.

John Hitchell Associates
4 St Johns Road, Tunbridge Wells Kent, TN4 9NP

Telephone 01892 532700 Fax 01892 533200
email hitchell.associates@openwork.uk.com
Website www.hitchell.com