



Treating Customers Fairly (TCF) Policy

Polico Africa (Pty) Ltd
FSP4598

Date of Policy:	07 August 2015
Last updated on:	31 March 2022
Amendments: please notify	Kesina Rwafa
KI	Lukas A Marquart



TCF stands for Treating Customers Fairly.

The **FSCA** describes it as follows:

Treating Customers Fairly (TCF) is an outcome based regulatory and supervisory approach designed to ensure that specific, clearly articulated fairness outcomes for financial services consumers are delivered by regulated financial firms.

Throughout the product life cycle, **Polico Africa** endeavours to demonstrate that they deliver the 6 TCF Outcomes to our customers from product design, promotion, through advice and servicing, to complaints and claims handling

The Six Desired TCF Outcomes for our Customers;

Outcome 1: Customers can be confident they are dealing with firms where TCF 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 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 both 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

Five basic rights for OUR customers

- Right to fair treatment. ...
- Right to transparency, fair and honest dealing. ...
- Right to suitability. ...
- Right to privacy. ...
- Right to grievance redressal and compensation



How Polico Africa will achieve

Staff Training/Awareness of TCF

Our HR department will ensure that appropriate staff is recruited and trained. Polico Africa management will continuously give direction on TCF behaviours and will monitor the delivery of the 6 TCF outcomes.

Financial Promotion and Marketing Practices

All marketing material is thoroughly checked to ensure that it is fair, clear and not misleading and only given to potentially suitable customers. We avoid using small print wherever possible.

Policies and Procedures

Polico Africa has adequate policies and procedures which are designed to manage any potential conflicts of interest

Product Design

All our products are designed in a way that all charges are considered fair and reasonable to our customers. Polico Africa will identify its customers' needs and provide suitable products and will always prioritise the interest of its customers.

Advice

Polico Africa will provide information to their clients.

Ongoing Service Standards

We will provide continuous monitoring and offer assistance wherever possible. Customers are appropriately informed before, during and after the point of sale. Technical terms are simplified to ensure clarity.

Complaints Handling Procedure

We urge our customers to take up any complaints that they may have with our complaints Officer and all such must be put in writing and emailed to: Kesina@pcbs.co.za or Lukas@pcbs.co.za. Polico Africa will acknowledge receipt of all complaints and shall provide the customer with the details of our internal complaint handling procedures. All complaints shall be handled fairly and recorded in our complaints register.

Record Keeping and Management Information

All records on client information are kept with strict confidentiality and all information is kept as per the FSB requirements.



Conclusion

Polico Africa will constantly review our policies and procedures to ensure that these 6 outcomes of TCFs remain actively embedded at all levels. We welcome all feedback from our existing clients, prospective clients and staff on our products and procedures.

CONTACT INFORMATION

Any questions relating to the FSP's TCF policy or complaints may be addressed to the contact details below:

Information officer: Lukas Marquart
Telephone number: 011 482 2592/2101
Fax number: 011 482 6840/086604140420
Postal address: Postnet Suite #353, Private Bag X30500, Houghton, 2041 2047
Physical address: 30 Rhodes Avenue, Parktown, 2041
Email address: Lukas@pcbs.co.za; and Kesina@pcbs.co.za
Website: www.pcbs.co.za

Adopted by the Director and Key Individual on this **11th day of March 2022**.