

Treating Customers Fairly Service Charter

What TCF means to us

TCF is central to our corporate culture. The following statements summarise what TCF means to our company.

For our customers:

- Being able to identify with our customers and understand them and their needs.
- Having trained and competent people dealing with all our customers, who are experienced and have expertise in their areas of business.
- Employees only providing advice in areas where they are competent and authorised to do so.
- To deliver a service to our customers that meets or exceeds their expectations.
- Being considerate and appropriately transparent.
- Communicating in an open and fair manner with clear, precise and relevant supporting documentation.
- Providing an appropriate level of post sales service.

Business practice:

- Conducting an ongoing review of how we conduct our business to ensure we are treating our customers fairly.
- Ensuring we effectively recruit competent persons and identify any training needs at the outset of employment (prior to customer contact).
- Having integrity in all our business practices.
- Consistently doing the right thing that is equitable to all parties involved.
- To ensure all internal and external communication is of the highest possible standard.
- To utilise only those suppliers who meet the quality requirements of the company for the benefit of the customer.
- Being prepared to change our behaviour if needed.
- To be successful, innovative and profitable.