

**EASTVAAL MOTORS
TCF POLICY
TREATING CUSTOMERS FAIRLY**

EASTVAAL MOTOR GROUP FSP 23777

Eastvaal Motor Group is committed to offering our customers the highest standards of service achievable. We uphold and support the FSB's **'Treating Customers Fairly "Initiative**

We acknowledge that both we and our customers can enjoy a sustainable and valuable relationship if the culture we impart within our organization serves to act with the clients best interests in mind at all times. We endeavor to treat customers fairly in all aspects of our dealings with them.

Our commitment to our client

We will:

- provide you with clear information about the products and services we offer, including fees and charges
- ascertain your individual needs, preferences and circumstances before recommending a product
- only recommend a product that we consider suitable for you and that you can afford the most suitable products from the available options
- not recommend a product if we are not able to find one we consider suitable
- encourage you to ask if there is something you don't understand
- give you access to a formal complaints procedure should you not be happy with our service

How you can help us

To help us give you the most appropriate advice, we will ask you to:

- furnish us with information about your income and expenditure, to enable us to properly determine whether you are able to afford all financials services offered to you

- let us know about changes that might affect your ability to repay your insurance product
- let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- tell us if you think there are ways we can improve our service

From your feedback we will utilize an outcomes based methodology to determine whether our clients are always treated fairly in line with the FSB's TCF initiative.

Eastvaal Motor Group Management