

## Our Commitment To You

The management and staff at WealthMe are committed to ensuring that the FCA principle of Treating Customers Fairly (TCF) is applied in all areas of our day to day business activities.

The principle of TCF coincides with our own vision of providing a high level of service to our clients and access to market leading financial solutions which help them to take control of their investments, savings and pensions.

## Our Approach

We recognise that the fair treatment of our customers is about ensuring that:

- Customers are provided with clear, fair and not misleading information about the products and services we make available, which enables them to make an informed decision as to whether products are right for them.
- Our customers understand the risks, charges, terms and conditions associated with the products or services they access through WealthMe.
- The impact on our customers is always considered when we make changes to our overall business strategy or to the services we offer to customers and that commercial considerations do not override what is in the best interests of our clients.
- We will always aim to resolve issues with any aspect of our service quickly and impartially and to continually consider how we can better treat customers fairly; we will encourage and act on feedback from both customers and staff.

## What TCF means to you

This means that customers of WealthMe can be confident that they are dealing with a company where the fair treatment of customers is central to the way we operate.

We will always act with honesty and integrity when dealing with our customers.

If you are dissatisfied about any aspect of our service, please tell us and we will act quickly and impartially to resolve any issues.

## Responsibility for TCF

Our management and staff are responsible for ensuring that TCF is embedded throughout our organisation's operations and dealings with our customers.

## Feedback

TCF is an ever evolving process within WealthMe and we aim to continually consider how we can better treat customers fairly.

We encourage any feedback you may have on any aspect of Treating Customers Fairly. Please contact us at [TCF@wealthme.com](mailto:TCF@wealthme.com) if you have any suggestions as to how we can improve our services.