

Treating Customers Fairly (TCF) Statement

NLD Insurance Brokers cc T/A NLD Independent Financial Advisors (NLD) is committed to ensuring that the Financial Services Board's requirement of "Treating Customers Fairly" (TCF) is practiced wholeheartedly in all areas of our business.

Our aims include a determination to:

- Treat client's interests as paramount at all times
- Provide professional, personal financial planning services of the highest standard
- Help clients prepare for and manage transitions in their lives dealing constructively with the personal and financial dynamics involved
- Think carefully and use our imagination
- Consider how clients would cope when difficulties arise and things do not go according to plan
- Foster a culture of respect in dealing with our clients and encourage colleagues to do the same with each other

Financial Services Board's (FSB) Guidelines

Our TCF Policy is aligned to the Financial Services Board's guidelines and the six outcomes produced:

- **Outcome 1:**
The fair treatment of clients is central to our corporate culture
- **Outcome 2:**
Products and services offered to our clients are designed to meet their needs and objectives
- **Outcome 3:**
Clients are provided with clear information and are kept appropriately informed during all stages of the financial and implementation process
- **Outcome 4:**
The advice we provide to clients is suitable to their needs and objectives and takes into account their circumstances
- **Outcome 5:**
Products or investments recommended to clients are monitored to ascertain that they perform as expected and our systems and processes are structured to ensure they are of a standard that our clients have been led to expect
- **Outcome 6:**
We will not recommend products to our clients on which they face unreasonable post-sale barriers regarding the changing of the product, switching of provider, submitting a claim or making a complaint



Independent Financial Advisors

Our Commitment

- We first perform an initial analysis during which we clarify a client's objectives, gain an understanding of their circumstances and what they seek
- Only in rare cases will we consider a limited implementation only mandate of circumstances do not allow for a full needs analysis or a client requests a limited service. In such case the client will be informed about the limitations of the advice and the attendant risks
- We will prepare a full financial plan which is documented and which sets out the information on which a client would base and make informed decisions
- We will where possible identify the risks involved with any product, investment or course of action being recommended
- We will disclose all costs related to any products recommended
- We will endeavour to enable the client to understand the advice, recommendations and risks associated with products recommended
- We will ensure that any conflicts of interest are clearly disclosed
- We will ensure that all client communications are as clear, concise and free of jargon as we can manage. There are technical terms which cannot be avoided and we will explain these to the client
- We will ensure that all NLD staff who are authorised representatives have received training on the products, investments and services being recommended and that they understand to which client each of these is most appropriate
- We undertake to ensure that all staff members fully understand the six outcomes detailed above
- We will listen to client feedback and will deal with any complaints timeously.

Approved by:



JOHN NICOL
Main Member



DAVID NICOL
Member

NLD

Independent Financial Advisors