



## **TREATING CUSTOMERS FAIRLY POLICY**

### **New National Policy**

The Management of New National took a decision to formally adopt the Treating Customers Policy and we embrace the spirit of the principle based outcomes as published by the FSB in the TCF Roadmap.

In August 2014, New National introduced the Treating Customers Fairly (TCF) principles by holding workshops with its brokers and UMA's in Durban and Johannesburg and, thereafter, rolling out these workshops to all staff members in order to train and to equip each staff member on the principles of TCF. New National has acknowledged that the TCF outcomes are applicable to every aspect of its business and will remain active participants in cultivating the TCF culture.

New National is constantly striving to improve service and develop new and innovative ways to communicate its services and new product information to its clients.

The key factors to our Treating Customers Fairly Policy are as follows:

- The client can be confident that they are dealing with a firm which holds the fair treatment of its clients.
- Products and services marketed are designed to meet the individual needs of its customers.
- Customers are provided with clear information and kept appropriately informed before, during and after point of sale.
- Where advice is offered, the advice is suitable and takes account of their individual circumstances.
- Clients are provided with products that perform as they have led to expect, and the associated service is at an acceptable standard to what they expect.
- Customers will not face unreasonable post-sale barriers to change products, switch providers, submit a claim or make a complaint.

### **New National's expectation's of its Business partners in terms of TCF**

- All the staff of the UMA's and brokers are to be trained on the TCF policy
- Evidence of awareness of the 6 TCF outcomes amongst the UMA's and brokers
- Evidence that the TCF policy has been embedded in the daily running of the UMA's and brokers business
- On-going updates on TCF and TCF developments

New National monitoring TCF with its business Partners

- Quarterly compliance reports from their compliance officers confirming that the UMA and broker is complying with the TCF Policy
- Access to the UMA and brokers proposal forms/voice log
- On-site visits to the UMA's and brokers to confirm compliance with TCF