



PENINSULA

# Treating Customers Fairly Policy

Peninsula

---

## What is Treating Customers Fairly (TCF):

All regulated firms must “pay due regard to the interests of its customers and must treat them fairly”. At Peninsula this is at the heart of what we do, not just because it is a regulatory requirement but because it is the right thing to do. The FCA expects the interests of our clients to be at the heart of how we do business and, in particular, that our clients receive an insurance product that meets their needs. Peninsula is fully committed to TCF and the demonstration of this during the course of our day to day activities.

## Our TCF Principles:

- Customers are confident that they are dealing with a business where the fair treatment of customers is central to their corporate culture.
- Products and services are designed and targeted to meet the customer’s needs.
- Customers are provided with clear information and kept appropriately informed before, during and after the point of sale.
- Products supplied perform in the way that the customer has been led to expect.
- No unreasonable post-sale barriers are put in the way of a customer being able to submit a claim or complain about the products or services provided.

## Implementing TCF

Peninsula firmly believes that its principles, business procedures and ethics fulfil the requirements of TCF. We provide clients with clear information about the products and service we offer, including fees and charges, allowing them to make an informed decision as to the services that best suit their individual needs. We encourage clients to ask if there’s something they don’t understand and give them access to a formal complaints procedure should they become unhappy with our service.

## Compliance

Peninsula have a compliance team who are independent from operational functions and continually monitor and assess TCF and all other areas of regulatory compliance. Our compliance team is continually evolving further demonstrating Peninsula’s commitment to TCF.

## Management Information

Management information is provided monthly to the Board covering retention rates, sales compliance and other trends and themes. Claims data is also provided monthly to the Board and our insurer.

## Ownership and Governance

The Board of Directors has ownership and governance of this policy and reviews it annually.

Next review date 29<sup>th</sup> November 2021