

TREATING CUSTOMERS FAIRLY

WHAT IS “TREATING CUSTOMERS FAIRLY”?

All regulated firms must be able to show consistently that the fair treatment of customers is at the heart of their business model. At Fleet Evolution, the customers are the heart and soul of all our operations. Working closely with employers and employees alike, we give first-hand customer care and strive to meet each and every customer need.

PURPOSE

The purpose of this policy is to ensure fairness, openness, and transparency in all business practices that the company and its staff create and engage in. It ensures the satisfaction of customer experience and the equality of all customer importance.

SCOPE

This policy applies to **all** staff within the company.

CONSUMER OUTCOMES

Here are six consumer outcomes we use to strive to achieve to ensure the fair treatment of our customers.

- Outcome 1: Consumers can be confident they are dealing with firms where the fair treatment of customers is central to the corporate culture.
- Outcome 2: Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.
- Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during, and after the point of sale.
- Outcome 4: Where consumers receive advice, the advice is suitable and takes account of their circumstances.
- Outcome 5: Consumers are provided with products that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.
- Outcome 6: Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim, or make a complaint.

IMPLEMENTING

Fleet Evolution believe strongly that its business procedures and ethics meet the requirements of Treating Customers Fairly. We provide consumers with full and clear information about our services, including payment, costs, and fees. This allows the customers to make an informed decision as to whether our services meet their individual needs. We are on hand to assist all clients with any query, question, or complaint.