



SWISS FINANCE CORPORATION LIMITED

Cavendish Square
London W1M 9HF
United Kingdom

General: +44 (0) 207 412 0500
Forex: +44 (0) 207 412 0500
Fax: +44 (0) 207 412 0026
Reuters Dealing: SABEX
Website: www.sfc-uk.com

TREATING CUSTOMERS FAIRLY POLICY STATEMENT

It is the policy of Swiss Finance Corporation (hereinafter referred to as “SFC”, “ours”, “us”) to treat our customers fairly and to conduct our business in such a way as to comply with the guidelines issued by regulators, the Financial Conduct Authority (the “FCA”) so as to maintain a good reputation in the market.

SFC takes every care to ensure that our staff are well trained and act in a professional, timely and competent manner in all our dealings with customers to ensure compliance with the Treating Customers Fairly (TCF) Policy.

In order to achieve the objectives of the Six TCF Outcomes set by the FCA, it SFC’s policy to ensure that:

1. TCF is central to the way in which we conduct all our business with customers. Regular training and appraisal of staff is designed to ensure that TCF is embedded within the culture of SFC to give customers confidence that they will be treated fairly in all their business dealings with us.
2. Products and services marketed and sold to retail clients are designed to meet the needs of identified consumer groups and are targeted accordingly.
3. Customers will be provided with clear information and kept appropriately informed before, during and after the point of transaction/agreement. Care is taken to ensure that all advertisements and promotions are clear, fair and not misleading.
4. SFC is not permitted under the terms of our license from the FCA to give advice to consumers. Customers seeking advice should obtain such advice independently from a qualified person or firm licensed to give such advice by the FCA.
5. Customers must be provided with products and services that perform as they have been led to expect and strictly in accordance with the terms and conditions under which they are offered. Every effort is made to ensure that customers receive an acceptable standard of service in a timely and efficient manner.
6. After a customer has concluded a transaction, we will not seek to impose unreasonable barriers if a customer wishes to change the product or service offered by us, or if a customer wishes to switch the provider of such product or service to another firm. We shall not seek to alter any material terms and conditions of the original agreement under which a transaction was concluded, or raise any obstacles if a customer wishes to make a complaint. We will handle all complaints from customers promptly, fairly and impartially. All complaints will be recorded and monitored with the objective of achieving a satisfactory resolution within a reasonable time frame.

Any terms and conditions or procedures adopted by SFC which appear not to treat customers fairly, or which are not clear in all material respects will be reviewed and amended to meet the stated objectives of our TCF Policy.