



## TREATING CUSTOMERS FAIRLY

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The partners and employees of Taylor Rose TTKW are committed to ensuring that the FCA principle of treating customers fairly (TCF) is applied in all areas of our day to day business activities.

In adopting the TCF principle, we recognise that fair treatment of our clients and our clients' customers is about adding value to the service we offer by aiming to:

- Protect the interests of our clients and our clients' customers at each stage of the service provided, from instruction right through to completion of the matter.
- Meet as best we can the unique needs of each of our clients and our clients' customers by offering a transparent, efficient and professional service, and constantly reviewing our service to identify areas for improvement.

It is very easy to produce a TCF dashboard that confirms you are complying with your SLA. We do not believe that goes far enough for either ourselves or for our clients' purposes.

We have a reporting and auditing system that gives you a clear picture and a guarantee of our compliance with TCF, highlighting a culture that supports the six core outcomes of TCF at every level. We will provide you with a TCF dashboard, which although highlighting our compliance with your SLA, will also be produced by an independent auditor, either on a monthly or quarterly basis depending on what you as a client would prefer.

The independent audit will be carried out in conjunction with our audit requirements for our Lexcel Award and in compliance with the Code of Conduct.

The results of those audits will be retained and can be checked by you if you so wish. We also, for our own benefit, collate the results from all areas and different clients of our business into a master dashboard to give a firm wide TCF dashboard.

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*For more information please contact our team on [01733 333 333](tel:01733333333).*