



SOLBROK-SOLMAK CC t/a

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GELISENSIËERDE FINANSIËLE DIENSTE VERSKAFFER / LICENSED FINANCIAL SERVICE PROVIDER – FSB LISENSIE/LICENSE NO: 29368

Treating Customer Fairly Policy (TCF) of Solbrok-Solmak CC T/A Solomon Brokers

INTRODUCTION

Treating Customer Fairly was implemented by the Financial Sector Conduct Authority (FSCA) to ensure that fair treatment of customers is embedded with the culture of all financial services providers and representatives. The goal of TCF and Solomon Brokers is to improve customer confidence, ensure appropriate products and services, and enhanced transparency and discipline.

WHAT ARE THE SIX FAIRNESS OUTCOMES?

Solomon Brokers and all employees will strive to comply with to the TCF fairness outcomes.

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



ACHIEVING THE OUTCOMES

Solomon Brokers will aim to demonstrate through our behaviors and monitoring that we are consistently treating customers fairly throughout the stages of the product life cycle to which we can contribute.

These may include:

Product and service design:

Products and services, and the distribution thereof, are designed and developed for certain target markets, based on an understanding of the likely needs and financial capability of each customer group.

Promotion and marketing:

Products are marketed to specific target groups, through clear and fair communications that are not misleading and are appropriate to the target group.

Advice / Intermediary services:

Where advice / Intermediary services is provided, advisers are fully equipped to provide advice that is suitable to the needs of the customer concerned, following the objectives of TCF and avoiding conflicts of interest.

Point-of-sale:

Solomon Brokers will provide clear information to enable customers to make informed decisions when transacting with us about our products and services. We strive to ensure that we fairly disclose all product benefits and risks, financial commitments, limitations and charges must be transparent.

Information after Point of Sale:

Solomon Brokers aim to provide customers with ongoing relevant information that will enable them to determine whether the product or service they have purchased continues to meet their needs and expectations, and provide acceptable levels of service for post-sale transactions or enquiries.

Complaints and claims handling:

The complaints and claims handling processes of Solomon Brokers are designed to honour the representations, assurances and promises that lead to legitimate customer expectations. Legitimate expectations must not be frustrated by unreasonable post-sale barriers. There is a requirement for fair and consistent handling of claims and a mechanism to deal with complaints timeously and fairly.



In order to fulfil our commitment to treating our customers fairly we will focus on the following aspects:

We will follow the requirements of the FAIS General Code of Conduct as embedded in the FIA Code of Conduct.

We will adhere to our Conflicts of Interest policy in dealing with customers.

We will put management information mechanisms in place that are designed to monitor and measure our performance in delivering the relevant fairness outcomes.

We will ensure that our staff are trained to deal with our customers in a fair and efficient manner and we are committed to maintaining high standards of service.

We will ensure that our staff are not remunerated or incentivised in ways which encourage them to deal with customers in an unfair or biased manner.

We will always tell customers what they can expect from us and manage their expectations accordingly.

We will provide appropriate after sales information and service to customers.

We will monitor the continuing performance of products or funds that we have recommended and sold to customers to assess the ongoing suitability of the product for customer.

We will ensure open communication lines with our product suppliers as well as ensure that we clearly understand their products and services.

We will review our TCF policy on an ad hoc basis but at least annually.

Complaints handling:

We will handle complaints fairly, promptly and impartially. In dealing with complaints we will 'treat like situations alike' and give careful consideration to whether an error might have affected a wider class of customers; and what should be done to remedy this.

We will pay attention to the outcomes of complaints, which can serve as an important source of intelligence about the health of our business and systems. We will investigate the root causes of complaints and obtain feedback from our customers who have experienced our complaints process in order to improve the level of service that we provide. We will measure the length of time taken to deal with a complaint, the outcome and the way in which the outcome is communicated to the customer in order to ensure that we are treating our customers fairly.



Treating Customers Fairly in our Business:

We encourage and welcome feedback from staff and customers on our service procedures. Staff objectives include RCF as an explicit and measurable objective and performance against this objective will form part of staff competency ratings. All staff will complete refresher training and testing on an ad hoc basis. Before we contract with a third party we will satisfy ourselves of their commitment to treating our customers fairly. In particular, we will consider their RCF policy and the management information that they can provide to demonstrate the fair treatment of our customers. Our complaints process will be clear and easy to understand.

For any queries or feedback in relation to Treating Customers Fairly at Solomon Brokers, you can contact us at the following number or e-mail address:

Contact Person: Mr. Herman Jan Solomon

Telephone No: 0829233702

E-mail: admin@solmak.co.za

WHAT YOU CAN DO TO HELP WITH TCF

To help us give you the most appropriate advice, we ask that you:

- 1) Providing and disclosing all the relevant information regarding your personal and medical information to enable us to provide you with products and services suitable to your needs
- 2) Tell us how we can improve our service and products
- 3) Inform us of any changes to your personal and medical information to ensure we keep our records up to date.
- 4) Read through all the policy wording, associated and regular communications carefully and familiarize yourself with our processes and products
- 5) Let us know if there is any aspect of our products that you do not understand or are not satisfied with.
- 6) Tell us everything and as truthfully as possible about your financial situation and needs, to enable us to properly assess how much you can afford and which product(s) are most suitable for you.
- 7) Let us know about changes that might affect your ability to afford a product.

FEEDBACK

Should you have any complaints you may send a written complaint to us. Details of our complaint procedure can be found on our website or we refer you to the policy wording and associated documents. You may also send us a e-mail to admin@solmak.co.za

