



## Treating Customers Fairly Policy (TCF)

## **Introduction**

Quanway Insurance Brokers cc is committed to the fair treatment of its customers and believes that the strength of its business lies in treating the customer fairly (TCF). Our (TCF) Policy is structured in accordance to the guidelines set out and provided by the Financial Services Board so that the client always gets a fair outcome when dealing with Quanway.

## **What are the outcomes of treating customers fairly**

- Clients have peace of mind knowing that central to the business at hand they are being placed first above all else
- The client needs are catered for first and not the sale of the product
- Information provided to the client is clear during the sale process and they are always kept informed during this process
- Advice is of high importance according to the client's needs and their circumstances
- Service to be of an acceptable standard to the client
- Keep the client happy post sale by maintaining a high level of service with regards to the product sold and not making unreasonable post-sale barriers imposed by firms to change product

## **How do we achieve the outcomes of treating customers fairly**

### **Products and Services**

Quanway Insurance Brokers has a range of products and services that are specifically designed to meet customer's needs and are focused for their unique requirements.

We have specific services from IT driven companies that help to streamline processes to help the client in terms of meeting their needs in a faster smoother process and protecting their information in a cloud based environment.

### **Advice**

Our Advisors are adequately trained to enable them to provide advice that is suitable to the needs of the customers concerned. They act in line with the objectives of TCF and avoid conflicts of interest.

### **Point-of-Sale**

Clear and informed information is given to the clients at the point of sale so they can make an informed decision with regards to products and services. The Risk, commitment level, limitation and the charge is given at the outset of the sale and disclosed to the client.

### **Ongoing Follow up with client**

We provide information on an ongoing basis to enable our advisors and customers to monitor whether their needs are being met by the products or services they have selected.

### **Complaints and claim handling**

Claims and complaints will be handled effectively and in a timeously manner , fairly and in line with TCF.

### **We will follow the following standards when dealing with TCF**

- We will follow the FAIS General Code of Conduct
- We will Adhere to our CONFLICT OF INTEREST POLICY
- We will ensure are staff are trained adequately to ensure high levels of service
- We will provide after sales service
- We will ensure open lines of communication
- We will encourage feedback from staff and customers
- We will demand those we do business with are also committed to treating customers fairly
- Our complaints procedure will be clear and easy to understand

For any queries or feedback in relation to Treating Customers Fairly at Quanway Insurance Brokers , you can contact us at the following numbers or addresses:

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