

Treating Customers Fairly (TCF)

TERMS OF REFERENCE

To monitor and report to the Board on the following outcomes:

- Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture.
- Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.
- Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.
- Where consumers receive advice, the advice is suitable and takes account of their circumstances.
- Consumers are provided with products that perform as firms have led them to expect.
- Consumers do not face unreasonable post sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.
- The Secretary shall circulate the minutes of meetings prepared by the Chairman of the Committee to all members of the CoM. The Chairman will report to the CoM at their next meeting.