



African Eagle Financial Services (Pty) Ltd
An authorised financial services provider (FSP No 35491)
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TREATING CLIENTS FAIRLY POLICY

It is our committed objective to ensure that all our clients or potential clients can be confident that they are dealing with an FSP where the fair treatment of clients is central to the corporate culture.

We use our best efforts to ensure that at all times we, our staff members and representatives render financial services honestly, fairly, with due skill, care and diligence, and in the interests of clients and the integrity of the financial services industry.

Delivery of the TCF outcomes is a core feature of the FSP's stated values, code of conduct and ethics policy.

- Clients are confident that they are dealing with firms where the fair treatment of clients is central to the firm culture.
- Products and services marketed and sold in the retail market are designed to meet the needs of identified client groups and are targeted accordingly.
- Clients are provided with clear information and are kept appropriately informed before, during and after the point of sale.
- Where clients receive advice, the advice is suitable and takes account of their circumstances.
- Clients are provided with products that perform as the firm has led them to expect, and the associated service is of an acceptable standard and as they have been led to expect.
- Clients do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint