

## **Treating Customers Fairly (TCF) Policy.**

We at Bruvos wish to share our ***Treating Customers Fairly (TCF) Policy***, adopted in terms of our value-based approach to rendering financial services and undertaking to apply the principles contained therein at all times, with all our valued clients.

### **Rendering of best advice.**

At Bruvos we have processes in place to ensure that relevant and adequate product information is provided to customers at the appropriate time to enable them to make an informed decision as to whether to enter into the relevant contract.

- a) We conduct an appropriate level of due diligence to satisfy ourselves that the advice processes are likely to meet customer's reasonable expectations.
- b) We will ensure that the representatives who provide advice on our insurance products are adequately trained on the specific products concerned to enable them to provide suitable advice on those products.
- c) We have controls in place to prevent representatives from providing advice on products where they do not have adequate product training and representatives have reasonable ongoing access to any product information they require in order to provide suitable advice.
- d) We will ensure that all of our representatives who market our products or services are fully aware of our **TCF** related values, commitments and expectations and provide them with feedback in relation to any aspects of their advice or service which inhibit the ability to deliver TCF outcomes to customers.
- e) We have controls in place to ensure that our representatives do not provide advice on products that they are not competent or qualified to provide advice on.
- f) We will ensure at all times that an appropriate product is offered for any specific insurance need or the risk profile of our customers and that it is supported by the appropriate advice.

### **Managing any potential conflict of interest.**

- g) We will at all times satisfy ourselves that our Conflict of Interest Management Policy is adequate and effective and contains measures to identify and address any potential conflicts of interest between ourselves and our customers.
- h) We will ensure that all our representatives are properly authorised and mandated to provide advice on any of our insurance products.
- i) We will at all times deal only with product providers and where applicable their underwriting agencies, with who we have written mandates and / or service agreements in place that meet the current regulatory requirements.

- j) We will at all times inform our customers of all intermediaries that may be involved in any one transaction chain on products that we brokered or facilitated and provide our customers with full information on the role of such intermediaries and aspects of the financial products or service that they provide.

**On-going support and service delivery.**

- a) At Bruvos we will together with our statutory compliance officer, monitor the latest statutory and regulatory developments regarding on-going support and service delivery to our customers to ensure that controls and practices in relation to TCF remain relevant and effective.
- b) We will inform customers (not only on request or at claim stage) on how to submit a claim under the insurance policy and what information the insurers will need to process the claim or request.
- c) We will at all times have follow-up processes in place to expedite and finalise any claim and to determine customer satisfaction levels regarding the handling of any claim.
- d) We will provide customers with information and assistance to manage their insurance portfolios in regard to additions / deletion of insured items, alterations or renewal of insurance policies.

**Handling of complaints**

Bruvos maintains a Complaints Resolution policy and Register and all complaints are recorded. We are committed to assist our customers to seek redress where they have been prejudiced by inappropriate advice or other unfair treatment in relation to insurance products or service from us or our representatives.