

Treating Customers Fairly Mission Statement

Our mission is to deliver an effective and efficient financial service that exceeds client expectations.

We believe that Treating Customers Fairly is about delivering a fair outcome to our clients whilst offering a first class business service.

We look at all areas of our business on a regular basis to ensure that:

1. Clients can be confident that they are dealing with a firm where the fair treatment of clients is central to our firm's culture
2. We consider our clients when promoting new services and products and ensure that it is relevant to them
3. Our clients are provided with clear information and we keep them informed before, during, and after the point of sale
4. Where advice is provided, we take time to understand our clients' situation and ensure that our advice is suitable and appropriate
5. We meet our client's expectations, providing them with a level of service and products that is of an acceptable standard.

We will ensure that our clients can switch providers, change products, surrender policies and make any complaints without any undue barriers.

The Board, RPG Consulting Ltd T/A RPG Wealth