

RSM Tenon

Treating Customers Fairly

Our policies: A closer look

Treating customers fairly is central to the success of RSM Tenon Financial Management Limited. The strength of the relationship with you, our client, is part of our business philosophy and we will deal with you as we would wish to be dealt with ourselves.

We treat our clients with honesty, integrity, openness and courtesy. Finding out about your objectives is central to providing the advice you are looking for and listening to you is vitally important to achieve this. Only after very careful consideration do we tailor our solutions to meet your needs.

Fairness does not mean being the cheapest or always giving clients what they think they want. It doesn't mean treating all clients the same, catering for the lowest common denominator or taking away the clients' responsibility to make their own financial decisions.

Fair treatment means delivering a positive experience, helping our clients and aspiring to do what we say we are going to do, when we say we are going to do it. It means protecting the interests of our clients throughout our relationship with them and seeking to meet their unique needs by offering a transparent, efficient and professional service.

Any feedback provided by our clients is valuable to us and is acted upon wherever possible. Where disputes arise, we operate an effective complaints procedure which ensures that, regardless of the outcome of the complaint, we consistently deliver fair treatment to complainants and act positively to reach a resolution.

RSM Tenon Financial Management Limited is authorised and regulated by the Financial Services Authority, FSA register number 192618. A member of RSM Tenon Group.

RSM Tenon Group is an independent member of RSM International, an affiliation of independent accounting and consulting firms. RSM International is the name given to a network of independent accounting and consulting firms each of which practices in its own right. RSM International does not exist in any jurisdiction as a separate legal entity.

RSM Tenon Financial Management Limited (No 03953153) is registered in England and Wales. Registered Office 66 Chiltern Street, London W1U 4GB, England.

28481910(10) MS010801010

For further information please contact:

Iain Newton, **Mob:** +44 (0) 7528 970 334 **Email:** iain.newton@rsmtenon.com

Web: www.rsmtenon.com