



Treating customers
fairly policy (TCF)

Company Statement



Sprint Logistics ensures customers are at the very heart of all that we do. We are fully committed to providing the highest standards of customer service as well as dedicated to meet our customer complex requirements.

Our TCF policy is an essential addition to our document control policy hub to ensure that the FCA expectations and the six requirements are embedded within Sprint Logistics' business practices and company ethos.

This complete TCF policy will define all necessary areas, including purpose, policy statement, outcomes, objectives, and responsibilities as it will give a clear overview that can and will be incorporated into the Sprint Logistics policy hub and used in conjunction with accompanying procedures.

Aizad Hussain (CEO)

TCF Consumer Outcomes

There are six consumer outcomes the FCA detail as being central to the TCF initiative:

- ✓ 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, and the associated service is of an acceptable standard and as they have been led 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.

TCF management information

- ✓ TCF Management Information (MI) Reporting, Review and Escalation. A MI report is produced monthly by a dedicated MI Team in collaboration with the Compliance Manager and analysed as part of the Compliance Monitoring Programme.

Good MI should enable management to make good decisions. To do this, the MI should be:

- ✓ **Accurate** – the correct numbers with any commentary contributed by the right people.
- ✓ **Timely** – available sufficiently quickly after the relevant business activity to enable managers to act.
- ✓ **Relevant** – displaying what a manager can directly influence or something that they may need to escalate to someone who can take the necessary action.
- ✓ **Consistent** – consistent on a period-to-period basis to allow managers to spot trends and make sound decisions.

MI will be produced for or requested by, management at Sprint Logistics on a particular issue or concern on an ad-hoc or infrequent basis. MI will be produced and monitored regularly to avoid problems rather than commissioned in response to problems being faced at Sprint Logistics.



TCF Consumer Outcomes

TCF is further supported by Sprint Logistics following customer commitments. Sprint Logistics want to ensure that operations and communication are kept easy and simple:

- Communicate clearly and explained in plain English.
- Help ensures the customer understands our products and services. Keep things easy. As well as creating documents to further explain our services.
- Provide the customer with a named contact at each stage of the application (customer will have their own sales representative).
- Contact the customer at a time to suit him/her and provide regular updates via emails and phone calls.
- Treat the customer as an individual.
- Offer the customer a choice of products based on his/her individual needs and be open to negotiation.
- Listen to the customers' views and opinions.
- Answer any questions with full honesty and deal with any problems quickly and fairly.
- Keep things professional.
- Treat the customer fairly, with courtesy and respect.
- Observe the highest standards of integrity and professional standards.

Find out how our logistics solutions can support your business, call us on **+44 (0) 208 751 1111** or email **sales@sprintlogistics.com**

TREATING CUSTOMERS FAIRLY