

Treating Customers Fairly – Policy Statement

Tower Leasing are committed to ensuring that our customers and staff are treated fairly at all times. We aim to ensure our service is always to a high standard and where errors occur, we look to learn from them. Our TCF policy is structured according to the guidance provided by the Financial Service Authority to ensure we deliver fair outcomes to our customers based upon a culture of openness and transparency.

We recognise that our employees are critical to delivering a positive customer experience and ensuring our customers are treated fairly. Our culture and values encourage and support our employees to do this.

Achieving the Outcome

We will:

- Invest in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly.
- Not remunerate or incentivise our staff in ways which encourage them to deal with you in an unfair or biased manner.
- Be there to provide you with information and further clarification on anything you do not understand in relation to our products and services.
- Act fairly, reasonably and responsibly in all our dealing with you.
- Not discriminate against you because of your race, sex, disability, ethnic background or sexuality.
- Provide you with clear information about the products and services we offer, including fees and charges.
- Treat all your personal information as private & confidential and run secure and reliable systems.
- Not pressurise you to enter into any agreement with us and try to make sure the suppliers of goods and services we do business with do not pressurise you.
- Provide you with appropriate after sales information and services.
- If you have any reason to complain about any aspect of our service, we will handle complaints fairly, promptly and impartially and cooperate fully with the Financial Ombudsman Service.
- Continually assess the services we provide to ensure we can meet changing requirements.
- We will review our TCF Policy on an ad hoc basis but at least annually.

How you can help us: customerservice@towerleasing.co.uk

- Provide us feedback if you believe there are ways we can improve our services.
- Let us know if there is any aspect of our services, products or terms & conditions that are unclear to you.
- Let us know of any post sale changes in your circumstances to ensure we have relevant up to date information.