

# TSA Administration (Pty) Ltd

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## Treating Customers Fairly (TCF) Policy

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## 1. Introduction

As per the FSCA's roadmap, the desired outcome of the TCF principles is to ensure that customers' financial services needs are appropriately met through the simple, clear and ethical practices of a professional and sustainable industry.

The TSA Handbook begins by stating out company aim, which is that "we want to make group risk assurance as simple, valuable and personal as possible for intermediaries and their clients, and we want them to love dealing with us because of this."

Nothing states our objective more clearly and not unintentionally, this aim aligns with the principles of TCF. The TSA Handbook goes on to set out our brand values and amongst these you will find Commitment to service, Attention to detail, Accountability, Relationships and Moral principles, which again all align with what the Regulator is wanting the industry to put into practice.

At TSA we subscribe completely to the six outcomes of TCF and hopefully our clients, through their experience of working with us, would attest to this fact.

## 2. TCF Outcomes

The TCF principles can be summarized by the six following desirable outcomes:

### **Outcome 1**

Clients can be confident that they are dealing with a firm where their fair treatment is central to the corporate culture.

### **Outcome 2**

The products and services that we administer and offer are all appropriate to the segment that we focus on and to the needs of the clients who we deal with.

### **Outcome 3**

Clients are provided with clear information and are kept appropriately informed before, during and after a scheme is installed.

### **Outcome 4**

Although TSA does not give advice, we do all we can to ensure that the advice given by advisors is suitable and takes account of the circumstances of clients in all instances.

### **Outcome 5**

Clients are provided with products that perform as expected, and the associated service is both of an acceptable standard and as they have been led to expect.

### **Outcome 6**

Clients do not face unreasonable post-sale barriers imposed by firms to change products, switch providers, submit a claim or make a complaint.

## 3. TCF Implementation

We have set out below how we aim to ensure these principles are embedded in our approach to dealing with everyone we work with. TSA understands the importance of treating the end customers fairly and senior management has strived to implement the FSCA's TCF guidelines into its culture and practices. Accordingly, TSA has implemented, among others, the following practices:

### 3.1 Our service

From the way in which we train and induct new staff members, to the practices and behaviours we encourage and stress at General Meetings, everything we do at TSA is aimed at producing industry leading client service to the advisors and clients that entrust us with their group risk needs.

Furthermore, all of the things we track and acknowledge are also linked to what we are producing and offering to clients so that, from start to finish, the needs and experience of the client are what matter.

### 3.2 Our approach

Our priority is to provide our clients with an excellent service underpinned by quality and transparency. We are committed to ensuring our employees, customers and advisers want to buy our services, stay with us and recommend us to their families, friends and colleagues. We feel that this will be a true measure of satisfaction and trust and we will continuously assess our progress against these standards.

- We make sure all staff are adequately educated.
- Make sure all staff attend product training sessions.
- Make sure all staff understand the laws, rules and regulations.
- Make staff read all industry email updates we receive from Insurers.
- We educated our customers with regular industry updates and feedback.

### 3.3 Complaints

We respond in a timely manner to our customers' and prospective customers' questions and queries and address any issues or concerns promptly. All customer complaints are dealt with and escalated as appropriate and as required by us in order to meet our obligations.

Our policy is in line with the current guidance from the FSCA and is in line with the principles of the FSCA that "a firm must pay due regard to the interests of its customers and treat them fairly".