

## **TCF Policy**

K & O Motors Ltd has adopted this policy, reflecting how, in the context of its motor retail business it intends, to operate to the “Treating Customers Fairly” (TCF) principle in the mediation of sales of general motors, together with acting as a credit facilitator/intermediary.

### **INTRODUCTION**

K & O Motors Ltd believes that the fair treatment of customers is essential to the success of its business. Customers are a key stakeholder in the Company’s motor retail businesses, both directly and because of the influence the quality of the customer experience has on the businesses’ relationships with other crucial stakeholders, principally finance companies, providers of consumer credit and suppliers of general insurance products.

### **WHAT IS TREATING CUSTOMERS FAIRLY (TCF)?**

TCF is core to what the Financial Conduct Authority expect from their regulated firms and is outlined by the following six outcomes-

Outcome 1: Consumers can be confident they are dealing with firms where the fair treatment of customers is central to the corporate culture.

Outcome 2: Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly.

Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.

Outcome 4: Where consumers receive advice, the advice is suitable and takes account of their circumstances.

Outcome 5: 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.

Outcome 6: Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

### **HOW WE WILL ENSURE THAT OUR CUSTOMERS ARE FAIRLY TREATED**

At K & O Motors Ltd we pride ourselves on being able to help our customers find the best possible car financing option for their circumstances. Our aim is to ensure all customers feel we have listened and provided the best options to for them.

We recognise, however, that to satisfy this objective we must:

Continually assess the services we provide to ensure we can meet changing requirements.

Provide documentation to clearly and unambiguously explain how our contract hire agreements work.  
Empower our staff to ensure any concerns raised by a customer are immediately addressed.