

# Veritas Investment Management LLP

## Treating Customers Fairly (“TCF”) Vision Statement

The fair treatment of clients is central to the success of Veritas Investment Management LLP (VIM) and therefore must be evident in all aspects of our business. In order to ensure that we capture all the components, we have defined our Vision Statement in the context of each of the six TCF outcomes.

**1. Clients have confidence that the fair treatment of customers is central to our corporate culture**

The TCF culture must be set from the top of the partnership; deliberations at the Executive Management Committee and throughout the sub-committee structure should exhibit consideration of TCF as well as in the actions of all VIM staff.

**2. Products and services meet the needs of the targeted client group**

The service that we offer to clients is oriented to meet defined client types and needs. We do not market to, or take on clients where the service that we provide does not match their requirements or needs.

**3. Clients receive clear information at all times**

We describe our service in plain English, and where we use financial terminology we endeavour to explain it clearly. We try to keep clients advised at all times of what we are doing for them, what the cost of our service is and the outcomes that VIM are undertaking to achieve for them.

**4. Advice given to clients is suitable and takes in to account their circumstances**

As part of the client take on process, VIM ensures that it understands client objectives, attitude to risk, capacity for loss and financial circumstances. This information is reviewed on an on-going basis with clients to ensure that we continue to provide a suitable investment portfolio for clients.

**5. Products perform as described and are supported by an associated service of an acceptable standard**

VIM strives to manage investments in the way that it has described to clients ensuring that investment risks taken are in line with those agreed with the client. We endeavour to provide a service to clients that is of the highest possible standard and strive to meet client expectations. Where these are not met we try to explain clearly why this has been the case.

**6. Post-sale, the client should not face unreasonable barriers when complaining, making a claim or changing product**

Clients are not penalized for leaving or switching to a different service. The VIM Complaints process is accessible, simple and transparent. We deal with all customer complaints in a fair, unbiased, timely manner.