

## **Matty Timmis Car Sales LTD**

### **Treating Customers Fairly**

At Matty Timmis Car sales Limited we are dedicated to providing the best possible customer service and treating you in the fairest possible manner. Treating Customers Fairly (TCF) is a key principle set by the national financial regulator the Financial Conduct Authority (FCA) to ensure that customers are treated fairly.

The director of Matty Timmis Car Sales Limited are committed to ensuring that the FCA principle of Treating Customers Fairly is applied in all areas of our business. By adopting the TCF principle we recognise that fair treatment of our customers will add value to the services we offer. In practical terms we aim to do this by:

Always putting the needs and requirements of our customers at the forefront of everything we do.

Continually investing in the training and development of our staff to ensure they are competent and focused on the importance of treating every customer fairly

Monitor correspondence and activities to ensure that every customer enquiry is treated consistently and that any advice given is in the customers best interests

Providing you with clear information on the products and services provided, including fees & charges.

Regularly assess and improve the services we provide to ensure we can meet changing requirements

Ensure all staff raise any customer concerns immediately so they are dealt with quickly and efficiently

Regularly reviewing FCA material and attending workshops and conferences

How can you help us?

Tell us as much as possible about yourself so we can properly assess which product is best suited to your needs and circumstances.

Let us know if any aspect of our products or services that you didn't understand.

Provide us with feedback either positive or constructive to help improve our service.

If you are happy with the service please recommend us to family, friends and colleagues.

The FCA have set out six 'Treating Customers Fairly' principles which outline how we communicate and engage with our customers, the quality of service we provide and the fairness of our procedures:

**Outcome 1: Consumers can be confident that 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 any identified consumer groups and are targeted accordingly.**

**Outcome 3: Consumers are provided with clear information and are kept appropriately informed before, during and after 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.**

What do you do if you feel you've been treated unfairly

A critical element of TCF is how we handle customer complaints. It is our aim to provide a very high standard of service to every client but on occasion, things do go wrong. If you have a complaint about any aspect of our service, we would like to hear from you.

To help us investigate and resolve your concerns as quickly as possible, you should contact us on 01630659743 or email [mattytimmis2@gmail.com](mailto:mattytimmis2@gmail.com) A full explanation of how we will deal with your complaints and what to do if you think your complaint has not been resolved to your satisfaction is in our complaints procedure, a full copy is available on request.

If you have a regulated consumer contract with us and are not satisfied with our final response, you may be eligible to refer the matter to the Financial Ombudsman Service. You must do this within six months of our final response and we will also provide you with a copy of the Financial Ombudsman Service's explanatory leaflet when we send our final response.