

Treating our customers fairly



Treating our customers fairly is a big part of what we're about here at Autus. That's why we welcome our regulator's guidelines for 'Treating Customers Fairly'. The best interests of our customers come first, full stop. So we ensure that our approach, as well as our systems and procedures, all place our customers at the heart of our business.

How you can expect us to behave

- **Who benefits?** – We will never place our own interests before yours. We will only recommend financial plans, strategies, investments and other products which are suitable for you, based on the information we will have gathered from you.
- **Our attitude** – We will be open and transparent in all that we do for you, and we will also be courteous and honest.
- **Communication** – We will communicate clearly and without using jargon, and we'll be happy to clarify or explain anything to you. We will always explain (clearly and concisely in writing) why we have recommended a strategy, investment or product.
- **Records** – We will keep full records of our dealings with you and record what we discover together about your attitude to risk.
- **Fees** – We will tell you about our fees and other charges before we provide any services for you. If any commission (or fee in lieu) is paid to us because you purchased a product or investment we recommended, we will tell you how much we receive.
- **Training** – Our staff will all be fully trained for their roles and will know the Financial Conduct Authority's 'Treating Customers Fairly' guidelines. All of our advisory staff will be qualified financial advisers.
- **Conflicts of interest** – If any conflict of interest should arise between us, we'll tell you about it as soon as possible.
- **Performance** – We will monitor your investments and other financial products, and will contact you regularly to let you know how well they are performing.
- **Complaints** – We will deal with any complaints professionally, promptly, impartially and in accordance with the rules laid down by the Financial Conduct Authority. We are insured (as required by the Financial Conduct Authority) and will provide details of our complaints policies and procedures on request.

What this means in practice

1. Our clients can feel confident that treating them fairly is embedded within our business culture.
2. We promote, recommend and sell services which prioritise and meet our clients' particular needs first and foremost, not our own.
3. We provide our clients with clear information and keep them regularly informed before, during and after providing them with services.
4. We take into account our clients' particular and individual circumstances, and provide advice accordingly.
5. Our goal is to provide products which perform, as we have led our clients to expect, supported by a high-quality service which also matches what we have promised.
6. Our clients will never face any unreasonable barriers to changing a product, switching a provider, submitting a claim or making a complaint.

How are we doing?

We hope that you enjoy dealing with Autus Lifetime Planning Limited, and that you find our services to be straightforward and fair. We actively seek comments and observations about the way we work with our customers, so please contact us with your feedback.

Autus is a trading style of Autus Lifetime Planning Limited, which is registered in England & Wales Number 8813223.

Registered Offices: The Grange, Wheldrake Lane, Elvington, York, North Yorkshire, YO41 4AZ.

Autus Lifetime Planning Limited is authorised and regulated by the Financial Conduct Authority – Firm reference number 616276.

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