

# CLIENT CHARTER

- **To always act in our clients' best interests and avoid conflicts of interest**
- **To use jargon free, informative and clear language**
- **To make sure clients have suitable information before they make any financial decisions**
- **To provide complete transparency both in terms of costs and the service we will provide**
- **To meet all agreed timescales or in the event this is not possible, to communicate clearly any revised timescales**
- **To be committed to the effective use of technology in order to increase our efficiency**
- **To provide financial solutions that are clearly aligned with client objectives and their risk tolerance**
- **To allow clients to leave at any time without any penalty costs or charges**