



Treating customers fairly

Puddy's Vehicle Solutions Limited (PVS Ltd) are committed to complying with and adhering to the principles of the Treating Customers Fairly policy as stipulated by the Financial Conduct Authority. We are passionate about providing:

- A professional service
- Products to our clients that are fit for purpose
- A platform to ensure no claims are unreasonably rejected

PVS Ltd ensure we deliver fair outcomes to our clients and take responsibility for the company and staff providing service to the clients.

1. Clients can be confident that they are dealing with a business where fair treatment of clients is our prime objective
2. Products and services marketed and sold are designed to meet the needs of our clients as identified through vigorous research and dialogue with our clients
3. Clear, honest and respectful communications with our clients will ensure you are kept informed during the whole process of procurement and supported through our after-sale process
4. We take time to understand our clients' needs and situation and provide advice and guidance suitable to their needs and circumstances
5. Clients are provided with products that perform as firms have led them to expect, and the service is of an acceptable standard and as they had been led to expect
6. Clients do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint

PVS Ltd are committed to ensuring the service we provide is industry leading, to enable us to measure this we ask all clients for feedback. Analysing this feedback enables us to assess any risks and take recommendations and amendments to our processes back into the business to shape future client engagements.

This statement is reviewed annually and was last reviewed and amended by the Office Manager on 21st May 2019 and approved by Marcus Puddy, Managing Director.

Signed by Marcus Puddy, Managing Director of Puddy's Vehicles Solutions Limited.

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Document control		
Version	Date	Change summary
Version 1	21 st May 2018	Original document
Version 2	21 st May 2019	Re-branding
Policy revision date	May 2020	