

# TREATING CUSTOMERS FAIRLY POLICY STATEMENT

FOSTER PRIVATE CLIENTS FSP 46928

Foster Private Clients maintains an active policy of Treating Customers Fairly. This is in line with industry best practice and regulatory guidance.

Fair treatment of customers in all our dealings is a requirement of all Foster Private Clients and Staff: we aim to maintain the highest standards throughout our business and actively direct all personnel, through positive training and the encouragement of good working practices, to ensure the firm's TCF policies are understood and implemented across the work-force. We strive to provide clients with information that is comprehensive, relevant and accurate and to make our senior staff accessible to respond to enquiries and complaints, whenever possible.

If, at any time, you feel we have not reached the standards we set ourselves, we encourage you to contact our management directly in writing, so that your comments may be considered and responded to.

