



**TREATING CUSTOMERS FAIRLY**

**NIXON JAMES CORPORATE**

**“Committed to treating our clients fairly”**

At Nixon James Corporate, we are committed to offering our clients the highest possible standards of service. Our central ethos is to support the Financial Services Authority requirement of “ **Treating Customers fairly** “

We recognise that both Nixon James Corporate & our clients have everything to gain if we serve you well.

Your best interests lie at the core of all our business dealings & we will strive to treat you fairly in all aspects of dealing with you.

**Our commitment to you:**

**We will:**

Provide you with clear information about the products and services we offer, including any fees or charges.

Find out your individual needs & circumstances before we recommend a particular insurance solution to you.

Only recommend a solution that we consider is suitable from the various options available to us.

Not recommend an insurance solution if we are unable to find one which we consider to be suitable.

Encourage questions on any aspect of the insurance process which you do not fully understand.

Make available to you our formal “Complaints procedure” should you ever find yourself unhappy with our services or our conduct generally.

**Our expectations from you :**

**To help us:**

Tell us as much as possible about the covers that you require, to enable us to accurately assess your cover requirements.

Let us know of any changes which may affect your ability to pay your premiums to us or the Insurers.

Let us know if there is anything which you do not understand.

Advise us if there are any ways you think we can improve our overall service to you.

**Clearer thinking  
Effective negotiation**