

P1 Investment Management

Treating Customers Fairly (“TCF”) v2

July 2020



Treating our clients fairly is at the heart of our business. We always aim to put our clients' interests above our own and this message is approved and endorsed by the main board of P1 Investment Management.

Our regulator, the Financial Conduct Authority (FCA), sets down principles for the businesses it regulates. P1 Investment Management fully supports the FCA principle that firms 'must pay due regard to the interests of their customers and treat them fairly'. We do this by making sure that:

- Our clients clearly understand the nature of the services we provide, including our terms, conditions and charges.
- Our clients understand the risks inherent in the markets and securities in which they invest.
- We communicate with our clients in an open, transparent and easily understandable manner.
- We have a clear understanding of our clients' investment objectives, investment experience, attitude to risk, financial standing and resources so that we can ensure the portfolio/s we manage for our clients, and that any recommendation we may make to clients, is suitable for them.
- We do not make promises we cannot keep, for example, offering to provide services we are not able or equipped to deliver.
- P1 Investment Management's Board lead by example, setting a 'tone from the top' that the fair treatment of clients is central to our corporate culture.
- Our staff are competent to do their jobs: we provide them with training and supervise them properly.
- Our investment management team hold Statements of Professional Standing from recognised Professional Bodies and are required to adhere to their Codes of Conduct.
- We have a transparent, impartial and accessible complaint-handling process.
- We monitor and measure how well we treat our clients and, if things go wrong, we put them right.