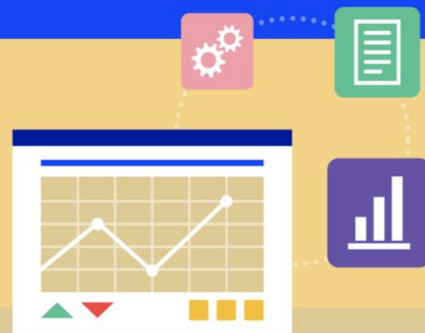


# WHAT CUSTOMERS CAN EXPECT FROM FAIR DEALING

1

**Products suited to the needs of the target market segment**



2

**Advice with**

Suitable product recommendations



Accurate representation of information



Extra consideration for those who are more vulnerable



3

**Clear explanations on a product and its terms and conditions**



4

**Independent and responsive handling of feedback**

