

Treating Customers Fairly

We recognise that treating our customers fairly is key to our continued success as we strive to be the best in our chosen markets - creating an IFA firm that is '*a little bit special*'.

Our culture is built on being open, honest and fair.

We are positive about the future for financial services in the UK, and are fully supportive of the FSA's key objectives.

The following statement is intended to provide clarity and understanding of what treating customers fairly means to our firm: -



We provide our customers with advice that is based on absolute integrity with an appropriate level of skill, knowledge & experience.



We follow an advice process that is clear & logical. The objective being to identify, prioritise & satisfy our customers' needs and objectives.



We communicate with our customers in clear, accurate and easily understood terms.



We offer our customers fair, reasonable and flexible payment terms for the advice they receive.



We make recommendations to our customers that are balanced to reflect both the benefits, and any associated risks.

The Chester Partnership Limited
Independent Financial Advisers

www.treatingcustomersfairly.biz

The Chester Partnership Limited is an Appointed Representative of Sesame Ltd, which is authorised and regulated by the Financial Services Authority.