

# Treating Customers Fairly (TCF) - Policy Statement

September 2008



TCF is a key part of the FSA's move to principles based regulation. Its aim is to deliver improved outcomes for customers. We recognise the importance of the FSAs aim and have developed this TCF Policy which we apply to our business.

## **Our employees**

We believe that TCF starts with our employees. We recruit individuals who are appropriately qualified and committed to our business. We provide ongoing training, promote a strong compliance culture and encourage staff feedback.

## **Customer service**

Our employees have a clear understanding of customers requirements and whenever possible customers are alerted to industry changes and new product initiatives. Customer contact is encouraged and communications are dealt with efficiently and effectively.

## **Customer communications**

Our communications policy aims to communicate information to customers fairly and clearly. Communications are consistent, in plain English and emphasise risks as well as rewards.

## **Our Funds**

Our product development process identifies target markets for our new funds, products are tested pre-launch and we ensure that products are suited to the target market.

## **Monitoring**

Our processes and procedures are consistent with our TCF strategy and are capable of being monitored.

Yours sincerely,

Jennie Pullen  
Head of Investor Services  
Allianz Global Investors (UK) Ltd