**Committed to Treating our Customers Fairly**

At Fern Wills & Trusts we are committed to offering our customers the highest possible standards of service. In doing so we are pleased to support the Society of Will Writers ‘Treating Customers Fairly’ principle.

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

• Provide clear information about the products and services we offer, including fees and charges.

• Ascertain your individual preferences, and circumstances before recommending a product or service.

• Only recommend a product of service that we consider suitable for you.

• If recommendations Only recommend a product of service that we consider suitable for you.

• If recommendations are unaffordable, we will seek to find the most suitable alternative.

• Encourage you to ask if there is something you do not understand.

• Give you access to a formal complaints’ procedure should you become unhappy with our service.

• Ask you to tell others if you are delighted with our service.

How you can help us

To help us give you the most appropriate advice, we will ask you to:

• Tell us as much as possible about your personal circumstances, family, and financial matters.

• Let us know about changes likely to happen in the future that might affect the advice we give.

• Let us know if there is any aspect of our service, or of a product that you don’t understand.

• Tell us if you think there are ways in which we can improve our service.

Thank you for choosing Fern Wills & Trusts.

Highest Regards,

Chris