



OUTSET FINANCE
START UP AND GROW

Outset Finance - Treating Customers Fairly (TCF) Policy

What does 'Treating Customers Fairly' mean?

Officially, a UK firm “must pay due regard to the interests of its customers and must treat them fairly.”

We recognise that we must continue to ensure TCF is integral to our service and our operations and that, to treat our customers fairly, we need to:

- Provide a professional service
- Ensure no claims are unreasonably rejected

Our commitment to TCF can be summarised as follows:

Professional Service:

- TCF is embedded in our policies and processes and is central to our culture
- Customer focus accountabilities are included in role profiles of relevant staff.
- All relevant staff are given specific customer focus goals/objectives.
- All relevant staff receive TCF and customer conduct training.

Information provided by Outset Finance:

- Is clear fair and not misleading;
- Supports our TCF policy

Claims are not unreasonably rejected:

We meet this requirement by ensuring:

- Customers do not face unreasonable costs or complex procedures when making an application.
- We provide customers with clear information.
- We provide a clear explanation for the rejection of the application submitted.
- We handle applications fairly and promptly with due regard to all of the circumstances.

Looking to the future

We are committed to continually refining this policy in line with best practice principles around TCF and customer conduct.