



## **Treating Customers Fairly**

***A firm must pay due regard to the interest of its customers and treat them fairly.***

Please note that, Instant Funding is not an FCA Regulated firm in the UK as it does not fall under the definitions of carrying out regulated activities as defined in the Financial Services Markets Act 2000 and the Regulated Activities Order 2001 **{RAO}**.

However, we are committed to offering our customers the highest possible standards of service and thus chose to echo some of the FCA's terminology and embed it within our culture so that we can build strong and lasting relationships.

We recognise that both our customers and Instant Funding will benefit substantially if we look after our customer's best interests and treat them fairly in all aspects of our dealings with them.

## **Our Commitment to you**

- Provide you with clear information about the products and service we offer.
- Keep you suitably informed about the firm, its products and services at all times.
- Ensure that all the information is clear, fair and not misleading.
- Ensure our products perform as you expect they should.
- Ensure all customers have been notified of any potential risks .
- Encourage you to ask if there's anything you don't understand.
- We will respond to inbound support queries within 24 hours.
- Give you access to a formal complaints procedure should you become unhappy with our service and ensure that all complaints are handled fairly and promptly with all clients provided the opportunity to express their point of view.

## **How you can help us**

To help us provide you with the highest possible standards of service, we kindly request you to:

- Keep us informed of any changes to your contact details
- Let us know if there is any aspect of our service, or product that you don't fully understand
- Tell us if you think there are ways we can improve our service