

# OUR CLIENT CHARTER

You also enjoy the reassurance that comes from knowing I abide by the Positive Solutions client charter:

- I aim to provide a fully comprehensive service to all of my clients
- I am confident that i will deliver a high-quality service that will be among the best in the financial services industry
- I continually strive to improve my professionalism through personal development
- I follow the principles of treating customers fairly set out by the Financial Conduct Authority
- If any material interest or conflict of interest should arise in business that I am arranging for you, i will let you know and ask for your consent before I carry out your instructions
- My processes and procedures follow the guidelines as laid down by Positive Solutions which is authorised and regulated by the Financial Conduct Authority
- I like to treat my clients as I would expect to be treated. I like to hear how I've performed so please feel free to let me know
- If you are ever dissatisfied with the service you've received I will do my best to put it right.

## **If you are unhappy with our service**

If you have a complaint about your adviser, or any financial advice you have received from your adviser, please contact us:

Quilter Financial Planning, Complaints Department, Quilter  
SUNDERLAND  
SR43 4JP

Email. [QFPcomplaints@quilter.com](mailto:QFPcomplaints@quilter.com)  
Tel. 0808 171 2626

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)