

Veloce Autos Ltd

Treating Customers Fairly (TCF) Policy

Address: 5 Rickard Close, West Drayton, Middlesex, UB7 7UX

Email: contact@veloceautos.com

Telephone: 01895 647771

1. Statement

At all times, Veloce Autos Ltd will ensure that customers' best interests remain central to every part of our operation. We provide honest, transparent and accurate information to help customers make informed decisions. All employees, contractors and third parties working with us must follow the principles set out in this policy.

Treating Customers Fairly (TCF) is integrated into our business culture. Customer interests must be considered at every stage of their journey — before, during and after entering into any agreement.

2. Regulation

a) The FCA's Treating Customers Fairly initiative ensures firms comply with Principle 6: "A firm must pay due regard to the interests of its customers and treat them fairly."

b) Each firm demonstrates fairness differently depending on business model, products, services and customer types.

c) Below are the measures we follow to ensure fair outcomes for all customers.

d) The FCA outlines six core consumer outcomes firms must achieve:

- Consumers can be confident they are dealing with firms where fair treatment is central to the culture.
- Products and services are designed to meet the needs of specific consumer groups and targeted accordingly.
- Customers are provided with clear information before, during and after the point of sale.
- Where advice is given, it must be suitable and reflect customer circumstances.
- Products perform as customers are led to expect, with service levels also matching expectations.
- Consumers do not face unreasonable post sale barriers to changing product, switching provider, making a claim or raising a complaint.

3. Processes and Responsibilities

a) Income & Identity Checks

- We verify income and expenditure with customers to ensure affordability.
- Customers are asked about budgets so lenders can assess realistic maximum lend figures.
- Any new information or changes in circumstances are shared immediately with lenders.
- Valid photographic ID (driving licence or passport) is required on all applications.
- If ID cannot be verified, the case is escalated to management.

b) Products & Services

- Customers are not charged fees for our services.
- All product information is provided in good time to help customers make informed decisions.
- Customers are offered the best available outcome from our lender panel.
- Where multiple approvals exist, we provide all information clearly for comparison.
- Optional products are clearly explained as optional, and explicit consent is required before adding them.

- All communication scripts and templates undergo compliance review.
- We actively collect and review customer feedback to understand expectations and improve processes.
- Calls follow structured compliant scripts and are recorded for training and quality assurance.

d) Training

- Staff receive TCF training during induction and annually.
- Ongoing compliance training is provided, including SAF and additional regulatory modules.
- Training is updated whenever new products or services launch.

e) Leadership & Management Information

- Management Information (MI) is used to track customer outcomes, trends and potential issues.
- Monthly compliance reviews are carried out with a focus on TCF outcomes.
- Weekly compliance monitoring is completed to maintain oversight.
- Customer feedback and training assessments form part of MI reviews.
- Directors remain responsible for ensuring adherence to regulation and fair treatment.

f) Complaints

- All complaints are logged and monitored for trends or recurring issues.
- If a complaint concerns a director, an independent consultant may be requested to review the matter.

g) Marketing

- All marketing must be clear, fair and not misleading.
- Financial promotions comply with CONC 3 and must be approved before publication.
- Any recommended improvements are implemented swiftly.

h) Remuneration

- Staff cannot influence the rate customers receive.
- Customers are informed that we may receive a commission for introducing finance applications.
- Commissions are fixed and never based on customer rates.
- Staff incentives are structured to ensure customer outcomes are never compromised.
- Commissions can be withheld if policy or procedure is not followed.

4. Monitoring and Compliance

We monitor all processes closely to ensure compliance and fair treatment. Customer applications, communications and documentation are stored securely within encrypted systems.

5. Review

This policy is reviewed at least annually. Any updates are approved by directors and reissued to all staff.

Confirmation

By signing this policy, employees confirm they have read and understood the requirements and will comply with them at all times. Failure to comply may result in disciplinary or legal action.