

# Treating Customers Fairly (TCF) Policy

Treating Customers Fairly (TCF) is a concept first introduced in the Financial Services space and now adopted by various players across industries. It is the conduct Millennium Support Services (Pty) Ltd Support Services (MSS) subscribes to.

MSS is a vehicle that aims to revive the South Africa economy and ensure that as many deserving individuals are included in the mainstream economy as Small to Medium Enterprise (SME) as well as customers receiving the services they deserve, from service providers who recognise their worth.

The MSS Treating Customers Fairly (TCF) policy focuses on ensure fairness, clarity, transparency and due regard for consumers using MSS services, through its various programs and initiatives, as well as when acquiring services from our associates and partners.

Even though MSS does not really control how our service providers / partners run their businesses, we expect them to uphold certain standard and deliver impeccable quality of service at all times. We expect all our associates to treat our customers fairly with outmost professionalism and respect.

We encourage our customers to raise any dissatisfaction with MSS with immediate effect so as to get to the core of the dissatisfaction. This process does not restrict the customer from exercising their right to raise their dissatisfaction with relevant authorised bodies at any point in time they deem it necessary, however we encourage that the first point of call be MSS so as to try find a resolve to the matter.

MSS incorporates TCF into the way the company conducts business every day and in the way that we deal with our clients. We do not outsource this responsibility to another party. We have an internal process followed in ensuring that we adhere to our commitments and are constantly studying different specialities of our partners belong so as to ensure that we lay foundation of what should represent and reflect TCF approach.

## A. Our TCF Pillars

Our approach to TCF is reflected into the following organizational structures and processes:

1. **Leadership:** The MSS leadership provides direction and monitor the delivery of TCF behaviours and outcomes.

2. **Strategy:** The TCF pillars are not merely stated vision and values, but built into our strategic and business plans.
3. **Decision-making:** Decision-making protocols ensure that all decisions that impact on customers are subject to the challenge implicit in our TCF strategy.
4. **Governance and controls:** Our governance structures and control mechanisms are designed to cater for TCF commitment and identification of TCF risks.
5. **Performance management:** Our staff and representatives are trained to deliver appropriate TCF outcomes. TCF deliverables form part of our staff Key Performance Areas (KPA)

## **B. Treating Customers Fairly Fairness Outcomes**

We have incorporated the following Two (2) outcomes into our business operations:

**Outcome 1:** Customers are comfortable that they are dealing with an organization where the fair treatment of customers is central to the company offerings:

- a) Management involves various committees within the organization to ensure practical TCF approach in how we run the business
- b) We frequently revisit the consideration that informed our business
- c) We continuously talk about the treatment of clients and how to have a unified approach with our team
- d) We do a reasonable due diligence on other businesses before contracting with them.
- e) TCF is a constant agenda item in our various committee meetings and the Board and Executives
- f) TCF responsibilities are allocated to management and staff to ensure a high level of awareness.
- g) Our attention to TCF extends to conflict of interest and upholding the best interest of our clients at all times

**Outcome 2:** Services marketed within the MSS structure, are expected to satisfy our commitment to TCF.

- a) We extensively consider the profile of the end client when promoting any of the services on our program
- b) TCF standards influence our choice of who and how we allow to 'promote' or distribute our service

- c) We strive to understand who our client is, and how our TCF approach impacts on their experience of our service
- d) Should we discover misrepresentation of our services, a full review and due diligence process would again be undertaken – where needs be partnerships with the offending parties may be discontinued
- e) We are highly accessible to both our customers and service partners and are committed to ensuring that the service information we avail to our stakeholders remains current:
- f) It is NOT core offering of MSS to make any advice and or recommendations on which services provider is best suited for the needs of the customer and MSS employees are restricted from making any such, however where ever necessary MSS may give guidance to make their selections easier. The customer still has the discretion to make necessary checks and make a decision best suited for them, as to who they are comfortable with to handle their matter.

MSS will continuously review its TCF Policy to ensure it upholds maximum customer centred services

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