



# SWANSWAY

caring • honest • proud

The Directors and Senior Management of Swansway Garages Ltd are committed to ensuring that the FCA principles of Treating Customers Fairly is applied in all areas of our business activities.

## WHAT THIS MEANS TO OUR CUSTOMERS

- tcf All staff members are charged with the responsibility of implementing this culture
- tcf Where a need has been identified, suitable products will be offered to you
- tcf We will discuss Key Facts Policy Summaries for the products offered highlighting the significant exclusions as well as the benefits
- tcf A clear price will be provided for products offered
- tcf Should you at any time be dissatisfied with the service we provide relative to the sale of a finance or insurance product your complaint will be handled at Senior Management level and in accordance with the guidelines and timescales laid down by the Financial Conduct Authority
- tcf Should any product query arise post sale our sales team is committed to providing a satisfactory response

Swansway Garages Ltd is authorised and regulated by the  
Financial Conduct Authority for credit brokering and insurance mediation.  
Register No 304920.