



**4D Group**

## **Practical Guide to Treating Customers Fairly**

### **Overview**

“Treating customers fairly (TCF) is central to the delivery of our retail regulatory agenda as well as being a key part of our move to more principles-based regulation.”  
F.S.A

By the end of March 2008 firms are expected to have appropriate management information or measures in place to test whether they are treating their customers fairly; and by the end of December 2008 all firms are expected to be able to demonstrate to themselves and to the FSA that they are consistently treating their customers fairly.

### **Objective**

This programme will provide a general overview for the requirements of treating customers fairly (TCF).

### **Content**

What is TCF and what is meant by fairness?

The FSA and TCF

What do you need to do to implement TCF?

Two Frameworks:

The product life-cycle

Cultural framework

TCF the Six TCF consumer outcomes

Principles of good management information to enable good decisions

The FSA deadlines...

### **Duration**

Half day