



## **Treating Customers Fairly (TCF) Policy**

MMVI Ltd. is committed to treating all customers fairly in all aspects of our business operations. We believe that fair treatment is essential for building trust, fostering long-term relationships, and maintaining a positive reputation. This policy outlines our commitment to TCF and sets out the principles that guide our interactions with customers.

### **1. Principles of Treating Customers Fairly:**

MMVI Ltd. is guided by the following principles in our commitment to TCF:

- **Honesty and Integrity:** We will be truthful and transparent in our communications with customers, providing clear and accurate information about our services, pricing, and terms and conditions.
- **Fairness and Impartiality:** We will treat all customers fairly and impartially, regardless of their background, circumstances, or the size of their project. We will avoid any discriminatory practices.
- **Clarity and Transparency:** We will communicate with customers in a clear, concise, and easy-to-understand manner, avoiding jargon or technical terms where possible. We will ensure that all relevant information is provided upfront, enabling customers to make informed decisions.
- **Responsiveness and Efficiency:** We will respond to customer inquiries and complaints promptly and efficiently, striving to resolve issues quickly and effectively.
- **Competence and Professionalism:** We will provide our services with competence and professionalism, employing qualified and trained personnel.
- **Confidentiality and Data Protection:** We will respect the privacy of customer information and handle all personal data with confidentiality, in accordance with applicable data protection laws and our privacy policy.
- **Complaint Handling:** We will establish a clear and accessible complaint handling process, ensuring that customer complaints are addressed fairly and promptly.
- **Continuous Improvement:** We will regularly review and evaluate our TCF policy and procedures to ensure their effectiveness and identify areas for improvement.

### **2. Implementation of TCF:**

MMVI Ltd. will implement the TCF principles through the following actions:

- **Staff Training:** All employees will receive training on the TCF policy and procedures, ensuring they understand their responsibilities in treating customers fairly.
- **Clear Communication:** We will use clear and concise language in all our communications with customers, including contracts, proposals, and marketing materials.
- **Transparent Pricing:** We will provide transparent and upfront pricing for our services, ensuring that customers understand the costs involved before any work begins.

- Accessible Information: We will make information about our services, terms and conditions, and complaint handling process easily accessible to customers, including on our website and in our office.
- Effective Complaint Handling: We will establish a clear and accessible complaint handling process, ensuring that customer complaints are acknowledged, investigated, and resolved promptly and fairly.
- Monitoring and Review: We will regularly monitor our performance in treating customers fairly and review our TCF policy and procedures to ensure their effectiveness.

### **3. Complaint Handling Process:**

MMVI Ltd. is committed to resolving customer complaints promptly and fairly. Customers who have a complaint about our services are encouraged to contact us through the following channels:

- Email: [enquiries@mmvilt.co.uk](mailto:enquiries@mmvilt.co.uk)

We will acknowledge all complaints within 7 business days and aim to provide a full response within 7 business days. If we are unable to resolve the complaint within this timeframe, we will keep the customer informed of the progress of our investigation.

### **4. Monitoring and Review:**

MMVI Ltd. will regularly monitor its performance in treating customers fairly and will review this policy and related procedures at least annually or more frequently as needed. This review will include:

- Analysis of customer feedback and complaints.
- Review of industry best practices and regulatory requirements.
- Assessment of the effectiveness of our TCF training and communication.

### **5. Responsibility:**

The responsibility for implementing and maintaining the TCF policy rests with all employees of MMVI Ltd. The Operations Manager is responsible for overseeing the implementation of this policy and ensuring its effectiveness.

### **6. Communication:**

This TCF policy will be made available to all employees and will be accessible to customers on our website [www.mmvi.co.uk/tbc-treatingcustomersfairly](http://www.mmvi.co.uk/tbc-treatingcustomersfairly)

### **7. Continuous Improvement:**

MMVI Ltd. is committed to continuously improving its TCF practices. We will actively seek customer feedback and use it to identify areas for improvement in our services and processes.

This TCF policy reflects MMVI Ltd.'s commitment to building strong and lasting relationships with our customers based on trust, fairness, and transparency.