

Treating Customers Fairly

Mission Statement

NTT Motor Investments (Pty) Ltd

NTT Motors East London (Pty) Ltd

Whelpton Investments (Pty) Ltd

Moneybox Investments (Pty) Ltd

:

Trading as NTT Motor Group

Treating Customers Fairly

Mission Statement

About TCF?

TCF (Treating Customers Fairly) is a regulatory approach which is implemented by the FSCA to ensure that all services providers treat customers fairly throughout all business activities.

The TCG goal is:

Improving customer confidence, ensuring appropriate products and services and enhancing transparency and discipline

The SIX OUTCOMES

The NTT Motor Group and all its employees subscribe to all six outcomes of TCF which are as follows:

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| Outcome 1 | The fair treatment of customers is fundamental. |
| Outcome 2 | Products and services are designed, marketed and sold in accordance with the needs of identified target markets. |
| Outcome 3 | Customers are provided with clear information and they are kept appropriately informed during the entire contracting process. |
| Outcome 4 | When customers receive advice, it is suitable and their circumstances are taken into consideration. |
| Outcome 5 | Customers receive the performance in the products and services at an acceptable standard as specified by the provider. |
| Outcome 6 | After the sale has been made, customers are not subjected to unreasonable boundaries such as changes in product, switched in provider, submission of claims or filling complaints. |

OUR PROMISE

We are committed to ensuring:

- Prompt delivery, friendly service, efficiency, courteous and relevant service.
- Providing efficient customer-driven processes.
- Continuous improvement and identifying ways to excel in the delivery of our customer service.
- Assistance in making informed decisions in buying new products, claims, policy amendments etc.
- Providing you with solely products you need.
- Building and encouraging long lasting relationships with all customers.
- Providing opportunities for feedback and making the necessary changes to ensure customer satisfaction.
- We are open and transparent with regards to our process and products.

HOW CAN YOU HELP

You can assist us with TCF by doing the following

- Disclosing all the relevant personal and medical information in order to get the most suitable product service.
- Give us feedback on how to improve our product and service
- Keep us informed of changes to your personal information to ensure that our records are up to date.
- Read communications, policy wording and all other relevant documents thoroughly and familiarise yourself with our processes and products.
- If there is an aspect of our products/services you are not happy with or do not understand, let us know.

FEEDBACK

Should you have complaints, you may send us a written complaint to complaints@nttgroup.co.za or call us on 087 286 1070