

## **Thomas Miller Investment Treating Customers Fairly ('TCF') Policy**

### **Introduction**

This document sets out the Policy of Thomas Miller Investment Ltd and Thomas Miller Investment (Isle of Man) Limited (collectively 'TMI') regarding Treating Customers Fairly (TCF) and is published on the TMI website.

TMI is committed to acting at all times in its customers' best interests and delivering excellent customer service in accordance with Thomas Miller Group's values.

TMI is focused on:

- delivering the fair treatment of customers;
- marketing and communicating in a way that is clear, fair and not misleading;
- managing any conflicts of business fairly; and
- delivering the investment services agreed with clients.

### **Policies & Procedures**

TMI has put in place policies and procedures which are designed to help it deliver fair customer outcomes. These include the Order Execution Policy, Conflicts of Interest Policy and the Guides to Complaints Handling which are also published on the TMI website.

TMI recognises that it will get things wrong from time to time and encourages its employees and clients to let it know about any errors so that it put things right in a way that minimises the risk of errors occurring again and ensures that clients do not incur any loss.

Thomas Miller Investment Ltd and Thomas Miller Investment (Isle of Man) Limited have separate Complaints Handling Guides that explain customers may make a complaint and how a complaint would be handled taking into account local regulatory requirements.

### **Further Information**

Any questions or requests for further information relating to the Policy should be addressed to the TMI Compliance and Risk Team at: [Risk.Compliance@thomasmiller.com](mailto:Risk.Compliance@thomasmiller.com)

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