



**TREATING CUSTOMERS
FAIRLY**

Treating customers fairly ("TCF") is one of the key principles of the Financial Conduct Authority. We are committed to ensuring that our clients are treated to the highest possible level of service and that it is the duty of every member of staff to adhere to our TCF policy.

Our commitment to you:

- ✓ To offer our clients the best products we can and to provide them with clear information about those products and services, including fees, commissions and charges;
- ✓ To ascertain the individual needs, preferences and circumstances of our clients before recommending a product;
- ✓ To inform our clients of relevant conflicts of interest as soon as possible after we become aware such have arisen or are about to arise. (Please refer to our Conflict of Interest Policy);
- ✓ To provide our clients with best execution where relevant and timely execution at all times (Please refer to our Execution Policy);
- ✓ To provide our clients with a service that performs as we have led them to believe it will;
- ✓ To encourage our clients to ask us if there is something they do not understand.
- ✓ To advise our clients of the complaints handling policy and procedure and how complaints are dealt with (Please refer to our Complaint Procedure);
- ✓ To provide our clients with clear information and keep them appropriately informed;
- ✓ To listen to the feedback our clients provide and always place their interests first.

If you decide to apply to open an account with us, there is certain information that we will require from you in order to do so. This information includes but is not limited to personal details such as name, address, date of birth, contact details, employment details, assets and liabilities and other necessary financial information. From time to time we may also request further information to help us improve our service to you.



Delta Financial Markets Limited is a company registered in England and Wales

It is authorised and regulated by the Financial Conduct Authority (FCA)

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