



Our Commitment to Investors

At Stenham, we are committed to providing our customers with the highest standards of service. We fully support, in spirit, and in letter, the FCA's 'Treating Customers Fairly' initiative.

It is our aim to treat you fairly in all of our dealings with you.

Our commitment to you

- » We will provide you with clear information about the products and services we offer you, including fees and charges
- » We will undertake a detailed analysis of your financial situation and aims before recommending a product to you
- » We will deal openly and punctually with your queries
- » We will only recommend products and services that we believe are suitable for you
- » We will manage fairly conflicts of interest that may arise between ourselves and our investors and between investors themselves
- » We welcome any enquiries you may have about our products and services
- » We actively encourage you to tell us on what we do well and where we could improve
- » We will give you access to a dedicated feedback email address and formal complaints procedure.

How you can help us improve

At Stenham, we are always striving to improve the service we provide to our investors. You can help us to improve by

- » Being open in providing us with information pertaining to your financial circumstances in order that we can recommend to you products that will enable you to achieve your investment goals
- » Keeping us informed of any changes to your personal circumstances which may affect your investment objective
- » Telling us if your experience with Stenham failed to live up to your expectations and how we can improve our service.

How to contact us to help us improve

Any comments you have (positive or negative) regarding our products and services should be emailed to

info@stenhamassetmanagement.com