

OUR CLIENT CHARTER

You also enjoy the reassurance that comes from knowing we abide by the Positive Solutions client charter:

- We aim to provide a fully comprehensive service to all of our clients
- We are confident that we will deliver a high-quality service that will be among the best in the financial services industry
- We continually strive to improve our professionalism through personal development
- We follow the principles of Treating Customers Fairly set out by the Financial Conduct Authority
- If any material interest or conflict of interest should arise in business that we are arranging for you, we will let you know and ask for your consent before we carry out your instructions
- Our processes and procedures follow the guidelines as laid down by Positive Solutions which is authorised and regulated by the Financial Conduct Authority
- We like to treat our clients as we would expect to be treated. We like to hear how we've performed so please feel free to let us know.
- If you are ever dissatisfied with the service you've received we will do our best to put it right.

If you are unhappy with our service

If you have a complaint about your adviser, or any financial advice you have received from your adviser, please contact us:

Customer Relations Officer, Positive Solutions (Financial Services) Ltd, Riverside House, The Waterfront, Newcastle upon Tyne. NE15 8NY
(or phone: 0191 241 0700).

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service: www.financial-ombudsman.org.uk

You can find more information on our complaints process by visiting the Intrinsic Financial Services website: <http://www.intrinsicfs.com/contacts/>