



### **Holloway Friendly's Treating Customers Fairly progress**

We at Holloway Friendly believe that we have embedded a TCF culture in our systems and controls; in our staff and in our Board of Management.

We have a TCF Committee that comprises of the Chairman of the Board of Management, a solicitor and a local business man, both of whom are members of our Board, the Society's Chief Executive and our Compliance Officer as well as two members of staff. We consider that the make up of this Committee gives us a wide range of outlooks and experience to ensure that our regulators ethos of TCF is not only matched but where possible bettered.

The Compliance Officer and staff members also meet independently of the Committee to discuss and move forward initiatives; to monitor progress; and to resolve any TCF concerns swiftly and practically.

In July 2008 Holloway Friendly received a visit from an FSA TCF team during which our responses to a TCF Questionnaire were reviewed and our thought processes discussed. The FSA were pleased with our progress with their TCF initiative and upgraded its status from good to very good. An achievement that we were very pleased to acknowledge.

In fact some of the outcomes of our meeting with the FSA TCF team were mirrored in the FSA's own statement of best practice.

We will continually endeavour to meet not only the FSA's TCF initiative but also our own TCF Mission Statement. There will be occasions when we will fall short of our own high standards and we will accept the criticism that follows such a shortfall, but we will deal with it and move forward.

For at the end of the day we know that if we don't treat our customers fairly – another provider will!!