



Treating Customers Fairly Policy

Fixi Plc is authorised and regulated by the Financial Conduct Authority (FCA), under Firm reference number 448399.

The fair treatment of clients is one of the key principles of the Financial Conduct Authority in the UK. The FCA requires firms to be able to demonstrate that they are consistently treating their customers fairly. At Fixi Plc the Directors and Senior Managers are committed to ensuring that the FCA principle of Treating Customers Fairly (TCF) is applied in all aspects of our business activities.

We recognise that fair treatment of our customers is about adding value to the service that we offer. To ensure that we are continuously providing our customers with a valuable service we aim to:

- Ensure that you are made aware of the inherent risks of transacting in the products that we offer;
- Ensure that the trading service we offer is aligned to your trading knowledge and experience;
- Provide you with clear and concise information regarding the products and services we offer, including fees and commissions;
- Ensure that our financial promotions are fair, clear and not misleading;
- Ensure our products perform in a manner that you would expect them to;
- Provide timely and best execution;
- Where you have been categorised as a Retail Client, we will segregate your funds from our funds;
- Provide educational tools;
- Ensure that conflicts of interest are managed fairly;
- Provide accurate, complete and timely communications;
- Encourage you to ask if there is anything that you do not understand about the Firm, our products or services;
- Ensure staff implement TCF in their daily business activities;
- Encourage staff to recommend improvements to our service;
- Respond in a timely manner to your questions and queries and promptly address any complaints;
- Provide you with access to the formal complaints procedure.