

Treating Customers Fairly

Follow TCF principles and treat customers fairly



Course Overview

All organisations in the financial sector need to put the fair treatment of customers at the heart of their business model.

Our Treating Customers Fairly eLearning course covers the FCA Principles for Businesses, the meaning of fairness and how to monitor performance to ensure continued fairness. It includes realistic scenarios to illustrate the principles in action.

Key Learning Points

- What treating customers fairly (TCF) means
- The roles of the FCA and FOS
- The six consumer outcomes of principle 6
- Collecting good quality management information (MI)
- How to put TCF at the heart of a business' culture

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[Technical Requirements](#)

Guide Pricing

1+ Licenses	£29 per learner
11+ Licenses	£25 per learner
21+ Licenses	£20 per learner
51+ Licenses	£15 per learner
101+ Licenses	£10 per learner
*guide prices are per learner, per year	

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