



**2021 CHARTERED AUTO UNDERWRITING AGENCY (PTY) LTD (CAUA)**

**TCF (TREATING CUSTOMERS FAIRLY) POLICY**

**OUR AIMS**

INTEGRITY	(CAUA) will conduct business with integrity at all times
SKILL, CARE AND DILIGENCE	CAUA will conduct business with due skill, care and diligence.
MANAGEMENT AND CONTROL	CAUA will take all reasonable care and organise and control its affairs, responsibly and effectively and exercise focussed risk management systems.
FINANCIAL PRUDENCE	CAUA will administer financial resources diligently at all levels.
MARKET CONDUCT	CAUA will observe proper standards of market conduct as prescribed in the FAIS Act.
CUSTOMER'S INTERESTS	CAUA will always pay due regard to the interest of its Brokers and their clients and always treat them fairly.
COMMUNICATION WITH CLIENTS	CAUA will treat client's information as confidential as per the POPI Act and communicate information to them in a way which is clear, fair and not misleading.
CONFLICT OF INTEREST	CAUA has a FAIS conflict of interest management policy in place. Available on <a href="http://www.Caua.co.za">www.Caua.co.za</a>
REGULATION WITH REGULATORS	CAUA will deal with its regulators in an open and co-operative way and will disclose to the FSCA appropriately, anything relating to the firm of which the FSCA would reasonably expect.

[www.caua.co.za](http://www.caua.co.za)

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