

Treating Customers Fairly

JN Spreads has always embraced an ethic of fair and even-handed treatment of its customers in all respects. All elements of our business and operations enshrine the TCF principles of the Financial Service Authority and the TCF culture required of all FSA regulated firms.

It is important to us to be aware of any issues that our customers may have about our service both in its own right and relative to those available from other suppliers. Such issues may relate to:

- The account opening process
- The full and timely provision of information by telephone, web or in writing
- The consistent and efficient delivery to you of our services whether by telephone or online
- The clarity and completeness of the information provided in relation to our products and services
- Where advice is offered, the suitability and clarity of any advice offered
- Any aspect of our services where you may feel we are not delivering to the standard you would expect of us.

If you have any issues you would like to raise related to the above or to any other aspect of your relationship with WorldSpreads, we want to hear from you and endeavour to correct or improve any areas where we do not meet expectations we have raised.

To communicate any observation that you may have, we have a dedicated TCF Officer whom you can contact directly on enquiries@jnfinancial.com.

JN Spreads is a trading name of WorldSpreads