

## **Committed to Treating our Customers Fairly**

At Alliance Legal Limited, we are committed to offering our customers the highest possible standards of service. In doing so we are pleased to support the Society of Will Writers Treating Customers Fairly' Principle

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

- Provide you with clear information about the products and services we offer, including fees and charges.
- Ascertain your individual needs, preferences, and circumstances before recommending a product of service.
- Only recommend a product of service that we consider suitable for you and that in the event that it is unaffordable seek to find a suitable alternative - and always the most suitable from the available options.
- Encourage you to ask if there's something you don't understand.
- Give you the access to a formal complaint's procedure should you become unhappy with our service.

### **How you can help us**

To help us give you the most appropriate advice, we will ask you to:

- Tell us as much as possible about your personal circumstances, family, and financial matters.
- Let us know about changes that happen in the future or are likely to happen in the future that might affect the way we have given you will work in future.
- Let us know if there is any aspect of our service, or of a product we have discussed or recommend that you don't understand.
- Tell us if you think there are ways in which we can improve our service.

Thank you for choosing Alliance Legal Limited.