



## **Sippchoice Bespoke SIPP**

### **Treating Customers Fairly – Our Mission Statement (1 November 2011)**

***“Our mission is to work in partnership with our members and advisers in order to deliver a SIPP with investment flexibility and a top quality personal administration service.”***

We believe that Treating Customers Fairly is about delivering a fair outcome to our members and advisers whilst offering a first class business service. It is embedded in the Sippchoice culture and our members and advisers can be assured of this as:

- we are open about the way we carry out our business and how we are remunerated
- we welcome customer and internal staff feedback on a regular basis
- we encourage all our staff to continue with their professional development
- we never forget that our business is our customers.

We look at all areas of our business on a regular basis to ensure that:

- members and advisers can be confident that they are dealing with a firm where the fair treatment of customers is central to our firm’s culture
- our SIPP is designed to meet the needs of our members and advisers
- our members and advisers are provided with clear information and are kept appropriately informed at every stage
- our SIPP is used only for cases for which it is suitable
- our SIPP performs in line with expectations and that our service meets the high standards to which we aspire
- our members can switch providers and make any complaints without any barriers.

**Hyman Wolanski**  
Managing Director  
Sippchoice Limited