

SCHOOLTEACHERS FRIENDLY SOCIETY

TCF Champion – Terms of Reference

1. Introduction

The FSA's Principle 6 states that 'a firm must pay due regard to the interests of its customers and treat them fairly'.

The FSA has defined six TCF outcomes which it expects firms to deliver to ensure fair treatment for customer/members and, of these, five are currently applicable to the Society, as follows:-

- Outcome 1:** Consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture;
- Outcome 2:** Products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly;
- Outcome 3:** Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale;
- Outcome 5:** Consumers are provided with products that perform as firms have led them to expect, and the associated service is both of an acceptable standard and as they have been led to expect;
- Outcome 6:** Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

Note: **Outcome 4** does not currently apply to SFS as it does not make advised sales. However, if our strategy develops so as to include this activity in future, the delivery of suitable advice based on the circumstances of the customer will be the primary aim of this aspect of our operation.

The Board is wholly committed to the delivery of these outcomes for our members on a consistent basis and recognises that TCF needs to be embedded within the culture of the Society and that the senior management of the organisation needs to lead by example in this regard.

Whilst not compulsory, the Board considers it good practice to appoint a named person within the Society as a 'TCF Champion' and, to ensure TCF is given a high profile within the Society, the Board has appointed a member of the Board of Management as the TCF Champion.

2. Society's Business Operations

Oversight, direction and control of the Society's day-to-day business operations rests with the Chief Executive who is accountable to the Society's Board of Management.

All policies are serviced and managed by the Society's Administrative team at the Society's only office in Liverpool. The Office Manager, assisted by two Administrators, is responsible for the day-to-day running of the Office and providing support to customers/members.

The Society, and in particular the Administrative team, has a set of TCF values in relation to all aspects of its business operations and which include:-

- The provision of excellent customer service and an ethos of treating customers/members the way we ourselves would like to be treated.
- Treating all our customers/members fairly, ensuring that all claims, complaints, withdrawals, leavers, queries, etc. are handled consistently, promptly, fairly and in accordance with the Society's Rules and approved internal processes and procedures.
- All customer/member telephone calls are answered in a friendly, helpful and timely manner.
- Valuing customer/member feedback.
- Continuous analysis of all customer/member facing processes and procedures, with a commitment to continually review our working practices, thereby improving the service we offer.

3. Role of the TCF Champion

The Society's TCF Champion will actively promote and raise the profile of TCF throughout the Society and will be able to evidence that challenge has been provided to the Board of Management, Committees and Business Operations areas particularly in the areas of:-

- **Leadership** – that the fair treatment of our customers/members is central to the values of the Society and is a guiding principle in the way the Board conducts itself.
- **Business decisions** – that all of our business decisions include due consideration of whether/how they may impact on our customers/members and will ensure that at all times such decisions have a positive effect on the fair treatment of our customers.
- **Controls** – that the Society operates a system of internal control which is proportionate to the nature, scale and complexity of our business and is designed to ensure and demonstrate the fair treatment of our customers.

- **Recruitment, training and competence** – that as the Society recruits new staff, the selection process seeks to elicit as much information as possible on candidates' attitude and beliefs on the fair treatment of customers. That all staff of the Society are provided with training which focuses on the Society's corporate commitment to TCF and how each employee can make a positive and material contribution to this. That the delivery of the TCF outcomes for our customers/members form part of our performance management procedures and individuals are rewarded accordingly.
- **Reward** – that the Society operates transparent reward structures which encourage employees to deliver high standards of TCF to our customers/members and are rewarded accordingly.

4. Activities of the TCF Champion

It is envisaged that the TCF Champion will:-

- Fully understand the FSA's aims and requirements for TCF.
- Monitor the achievement of the implementation of the TCF initiative in line with the key delivery dates.
- Provide challenge to the Board of Management, Committees and Business Operations.
- Review the MI Pack.
- Review feedback from Staff and members.
- Review any complaints received.
- Undertake quarterly sample reviews of the evidence being collected to support the achievement of the six TCF Outcomes.
- Undertake six monthly TCF Q&A sessions with Staff.

5. Person Specification

The skills and experience necessary to effectively perform the role of TCF Champion includes:-

- A working knowledge of the financial services industry.
- A working knowledge of the Society's products and operations and the regulatory environment it operates in.
- Potential to absorb information.
- Ability to interpret complex information.
- Inquisitive mind.
- Skill in relating to people.
- Ability to communicate at all levels both verbally and in writing.
- Ability to listen to others and a propensity for learning.
- A willingness to help and contribute to problem solving.
- Ability to work on own initiative.

6. Measuring the Effectiveness of the TCF Champion

The TCF Champion will:-

- Provide quarterly reports to the Board of Management to detail the activities undertaken.
- Provide evidence of activities undertaken during the year to the Chairman during the annual individual performance appraisal process.

The TCF Champion will increase the level of monitoring activity during times of reorganisation or strategic change when there could be a higher risk of failing to treat customers fairly.

It should be noted that the role of TCF Champion will evolve and develop as TCF embeds and other areas become apparent.

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