

# TREATING CUSTOMERS FAIRLY POLICY



Built by traders, for traders

**Charterprime Limited**

enquiry@charterprime.com  
Suite 305, Griffith Corporate Centre P.O. Box 1510, Beaumont Kingstown  
St. Vincent and the Grenadines

## **TREATING CUSTOMERS FAIRLY POLICY**

Treating Customers Fairly principle aims to raise standards in the way firms carry on their business by introducing changes that will benefit consumers and increase their confidence in the financial services industry. Charterprime believes that it is important to implement and ensure that regulated financial institutions apply specific standards of fairness to all financial customers. It is the core of the business.

Charterprime is committed to its customers and agents as well as provide them with a fair and just trading environment, also the mantra of "putting your customer first" as the focal point in gaining each customer the ideal investment target. Having had a crystalized goal, Charterprime takes on its staffs to heed towards the same direction with the team who works diligently in accordance to customers' interests for the promising quality service.

Integrity, reliability and dedication marks the key principles of Charterprime's to elevate the growth of the company development and as a result of the word of mouth it has earned more trust and reputation among its clientele. It, therefore, ascertains that Charterprime does stay affirmed to its objective and mission, which are to ensure customers the most secured funds and the enhanced quality of service.

We promised to:

- Provide products and services where customers are provided with clear information and kept appropriately informed (including service charges, commissions and other expenses)
- Deliver excellent customer services, we understand your investment objective and recommend the products that best suits your needs
- Be up-to-date with the latest market news and analysis
- Maintain the stability and steadiness of the system
- Provide the best execution and communication network, be attentive to the customers' needs

Thank you for choosing Charterprime as your trading platform!