

Veritas Asset Management LLP
Treating Customers Fairly Policy

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Definition

The requirement for all investment firms to act with due skill, care and diligence and in the clients' best interest is present in the laws and regulations of all the jurisdictions where Veritas operates.

Veritas has drawn up this policy to Treating Clients Fairly (TCF) to articulate its commitment to its clients and the outcomes it wants to achieve for them.

In doing so, Veritas is adopting the most stringent ethical standards and business practices present in any jurisdiction where it operates.

Objectives

The Objectives of this policy are the following:

- Ensure clients' interests are placed above all others
- Ensure transparency and accountability for all actions with and on behalf of clients
- Ensure clients' needs are responded to with the highest level of expertise and service; and
- Aim to exceed client expectations and requirements

Scope

This policy applies to Veritas staff – temporary and permanent.

Veritas Asset Management LLP including its subsidiary Veritas Asset Management Asia Limited

Detailed description

Principles

All Veritas staff should abide by these principles at all times

1. General Principle

Veritas will at all times conduct its business in a way that acts in the best interests of its clients and take all necessary steps to meet this commitment.

2. Culture

Our clients can be confident that they are dealing with a firm where the principle of treating clients fairly is central to the corporate culture.

3. Product Design and Marketing

Our products and services are designed to meet the needs of identified client groups and are targeted accordingly.

4. Information to Clients

Our clients are provided with clear information and kept appropriately informed before, during and after the point of sale.

5. Recommendations and Advice

Veritas do not give investment advice.

6. Product Performance

Our clients are provided with products that are designed and managed in a way that is expected to be based on the governing documents and investment guidelines. The associated service is both of an acceptable standard and as clients have been led to expect.

7. Barriers

There are no unreasonable post sale barriers imposed by us when clients want to change product, switch provider, submit a claim or make a complaint.