

At P1 Investment Services, we are committed to putting our customers at the heart of everything we do. Our Consumer Duty Statement outlines our dedication to ensuring fair treatment, transparency, and the highest standards of service for all our customers. This message is approved and endorsed by the main board of P1 Investment Services.

We are members of the Consumer Duty Alliance, demonstrating our commitment to achieving good outcomes for consumers and being thought leaders within the industry.

Our Commitment to You:

1. **Fair Treatment:** We pledge to treat all consumers fairly, ensuring that our products and services meet their needs and expectations. We will always act in their best interests. We will take steps to identify customers who may require additional support and ensure they never receive a worse experience than others.
2. **Transparency:** We are committed to providing clear, concise, and accurate information about our products and services. We will ensure that customers have all the information they need to make informed decisions.
3. **Quality Service:** We strive to deliver the highest standards of service – and we succeed! P1 regularly top satisfaction surveys for the service we deliver to financial advisers and their clients. Our team seeks to provide prompt, courteous, and professional assistance at all times.
4. **Responsiveness:** We value your feedback and are committed to addressing any concerns or issues promptly and effectively. Your satisfaction is our priority. In the event we do not meet a customer's expectations, we will handle your complaint quickly.
5. **Continuous Improvement:** We are dedicated to continuously improving our products, services, and processes to better serve the needs of our customers. We will regularly review and update our practices to ensure they remain aligned with their needs and expectations.
6. **Support for Vulnerable Customers:** We recognise that some customers may have characteristics of vulnerability, and we are committed to providing them with the additional support they may need. This includes:
 - a. **Understanding Needs:** Taking the time to understand the specific needs and circumstances of vulnerable customers.
 - b. **Tailored Communication:** Providing information in a way that is accessible and easy to understand.
 - c. **Additional Assistance:** Offering extra support and flexibility to ensure that vulnerable customers can access and benefit from our products and services.
 - d. **Training:** Ensuring our staff are trained to identify and support vulnerable customers with empathy and respect.

Your Rights:

- **Access to Information:** You have the right to access clear and accurate information about our products and services.
- **Fair Treatment:** You have the right to be treated fairly and with respect.
- **Complaint Resolution:** You have the right to have your complaints addressed promptly and effectively.

Contact Us:

If you have any questions, concerns, or feedback, please do not hesitate to contact us:

By email: info@p1-im.co.uk By telephone*: 0333 241 4129 Through our website: <https://p1investmentservices.co.uk/contact>

In writing: P1 Investment Services, Clyst House, Manor Drive, Clyst St Mary, Exeter EX5 1GB.

We are here to help and ensure your experience with P1 Investment Services is positive and satisfactory.

* Calls to our contact number, including from mobiles, will cost the same price as if you were calling a landline.