

Treating Customers Fairly Policy March 2019

Overall Aim and Extent of Policy:

Cadence Investment Partners LLP (the "LLP") is committed to ensuring that its customers are treated fairly at all times. This policy applies to all dealings with customers of the LLP.

Policy Statement:

The LLP is committed to ensuring that its customers are treated fairly and that their fair treatment is, and remains, at the centre of the LLP. We believe that good customer relationships are the most important aspect of our business and endeavour to provide a service that is consistent with what the Directors would expect if the roles between the LLP and customer were reversed. The LLP constantly strives to improve the service that it provides to its customers.

The LLP aims to ensure:

- That customers can be assured that the fair treatment of customers is central to the LLP's culture.
- That services provided by the LLP are designed to meet the needs of identified customer groups and are targeted accordingly.
- That customers are provided with appropriate information about our services that is clear, fair and not misleading and will be kept informed before, during and after the start of the relationship.
- That customers clearly understand the risks inherent in the services and investments in which they invest through the LLP.
- That customers will be provided with services that perform as the LLP has led them to expect.
- That customers will not face unreasonable restrictions to end the relationship, switch provider, submit a claim or make a withdrawal.
- That the LLP staff remain at all times trained and competent to do their jobs and that our training and competence programmes embed the concept of "Treating Customers Fairly" within our corporate culture.
- That the LLP staff are polite, courteous, helpful and efficient.
- That when customers are dissatisfied about any aspect of our service, they can expect their complaints to be dealt with professionally, promptly and fairly.
- That our staff are remunerated and incentivised in ways which encourage them to deal with our clients fairly and impartially and to continually find ways to improve our service.

Supporting Policies and Arrangements

To ensure that the needs of our customers are properly supported, the LLP has the following internal procedures:

- Account opening procedures which ensure that customers obtain sufficient information regarding our services.
- A policy which ensures that the LLP does not receive or give inducements if they are likely to conflict with the interests of its customers.
- A conflicts of interest policy which is clear, fair and not misleading.
- A personal account dealing procedures and remuneration structure that minimise the risk of conflict of interest with our staff. The LLP's uniform performance and management fees work to eliminate potential client bias
- Procedures to ensure that all external communications made by the LLP are accurate, clear, fair and not misleading. The LLP believes that only a well-informed client can be a satisfied client, and that satisfied clients will help business to grow.

Justification:

This policy is established to ensure that the interests of the LLP's customers are central to our culture and strategy and in adherence with regulatory principles.

Responsibility:

The Designated Partners and all staff are responsible for ensuring that this policy is embedded throughout the LLP's operations, practices and dealings with customers.

The Designated Partners are responsible for ensuring that effective systems and controls are in place to ensure that customers are treated fairly wherever possible.

Exceptions:

There are no exceptions.

12 March 2019