

AUTOMOTIVE CONSULTING ENGINEERS LTD



www.ace-uk.org

Automotive Consulting Engineers Ltd (ACE) Are Committed to treating our customers fairly

At ACE, we are committed to offering our customers the highest possible standards of service. In so doing we are pleased to support the Financial Services Authority initiative '**Treating Customers Fairly**'.

We recognise that both we and our customers have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

- Provide you with clear information about the products and service we offer, including fees and charges
- Ascertain your individual needs, preferences and circumstances before recommending a service.
- Only recommend a service that we consider suitable for you and provide the most cost effective option against service – and always the most suitable from the available options
- Not recommend a service if we can't find one we consider suitable
- Encourage you to ask if there's something you don't understand
- Give you access to a formal complaints procedure should you become unhappy with our service

How you can help us

To help us give you the most appropriate advice, we will ask you to:

- Tell us as much as possible about your case, to enable us to properly assess the best option.
- Let us know about changes that might affect your case.
- Let us know if there is any aspect of our service, or of a product we have discussed or recommended that you don't understand
- Tell us if you think there are ways we can improve our service

Thank you for choosing ACE.