

QUALITY POLICY

Impartial, unbiased and suitable advice

At Interface Financial Planning, we are committed to providing our clients with impartial, unbiased and suitable advice at all times.

Sustainability and Environmental

Where appropriate, the Company will raise awareness of green and ethical investment products and services to their clients.

Information Security

The Company will do its utmost to ensure that all client data and information remains confidential and is only available for use as intended. The information security policy is achieved by a stringent set of controls.

Analysis, Creativity, Innovation

In accordance with our Quality Policy, we aim to create opportunities for Clients using analytical and creative skills to define, analyse, and provide innovative solutions through the most up-to-date knowledge in the market place to deliver tangible benefits.

Client Focused, Transparent & Discrete

We are committed to being a client-focused business by offering a flexible, transparent and discrete service at all times. Where necessary we will enlist the services of specialists to ensure the best possible service is provided.

Financial Planning Six Principles

We embrace the best practice principles of financial planning as stipulated in ISO 22222. This financial planning process is encapsulated within six steps of providing financial advice which demonstrate the right knowledge, skills, ethics and experience to deliver our Clients' desired level of service.

Ethical Principles

Recognising, valuing and applying the ethical principles day to day is fundamental to delivering professional excellence. Ethical behaviour achieves and exceeds compliance, rules and regulation.

Our 10 ethical principles are:

- Behave with integrity
- Put Clients' interests first
- Exercise due care and diligence
- Work within regulatory and legislative frameworks
- Carefully manage conflicting interests
- Communicate in a clear and appropriate manner
- Provide suitable and objective recommendations
- Protect Client confidentiality
- Make all material disclosures
- Demonstrate appropriate competence