

Hurford Parker Insurance Brokers Limited and Hurford Parker Financial Services Limited - Client Service Standards Statement

We (Hurford Parker Insurance Brokers Limited and Hurford Parker Financial Services Limited) have a commitment to providing Financial Advice for Insurance Products to our Clients in accordance with the Standards for the Code of Professional Conduct for Financial Advice Services. We must act Ethically, whilst focusing on Conduct and Client care. We are committed to providing Financial Advice that provides good outcomes for you our Clients.

Our commitment to **Treating Clients Fairly** includes listening to you carefully and identifying your needs together.

As part of our commitment to **Act with Integrity**, we only recommend products and services based on your requirements.

As part of our commitment to **Giving Advice that is Suitable**, we explain to you why products and services are recommended.

Our goal is to provide clear and concise communication to ensure that you **understand the Financial Advice we are providing**. We will outline what we discussed and what we agreed upon. We will always provide you with a disclosure statement.

As part of our commitment to **Protecting Client Information**, we ensure that all information provided to us is kept secure and used only for the purposes for which it was provided.