

## Veritas Asset Management LLP

### Treating Customers Fairly (TCF)

#### Definition

The requirement for all investment firms to act with due skill, care and diligence and in the clients' best interest is present in the laws and regulations of all the jurisdictions where Veritas Asset Management LLP ("VAM") and its subsidiary Veritas Asset Management (Asia) Limited ("VAM Asia") operates.

VAM has drawn up this policy to Treating Clients Fairly (TCF) to articulate its commitment to its clients and the outcomes it wants to achieve for them.

In doing so, VAM is adopting the most stringent ethical standards and business practices present in any jurisdiction where it operates.

#### Objectives

The Objectives of this policy are the following:

- Ensure clients' interests are placed above all others
- Ensure transparency and accountability for all actions with and on behalf of clients
- Ensure clients' needs are responded to with the highest level of expertise and service; and
- Aim to exceed client expectations and requirements

#### Scope

This policy applies to VAM staff – temporary and permanent.

**Veritas Asset Management LLP including its subsidiary Veritas Asset Management Asia Limited**

## Detailed description

### Principles

All VAM staff should abide by these principles at all times

- 1. General Principle**  
VAM will at all times conduct its business in a way that acts in the best interests of its clients and take all necessary steps to meet this commitment.
- 2. Culture**  
Our clients can be confident that they are dealing with a firm where the principle of treating clients fairly is central to the corporate culture.
- 3. Product Design and Marketing**  
Our products and services are designed to meet the needs of identified client groups and are targeted accordingly.
- 4. Information to Clients**  
Our clients are provided with clear information and kept appropriately informed before, during and after the point of sale.
- 5. Recommendations and Advice**  
VAM do not give investment advice.
- 6. Product Performance**  
Our clients are provided with products that are designed and managed in a way that is expected to be based on the governing documents and investment guidelines. The associated service is both of an acceptable standard and as clients have been led to expect.
- 7. Barriers**  
There are no unreasonable post sale barriers imposed by us when clients want to change product, switch provider, submit a claim or make a complaint.