



Treat Customers Fairly

The Company maintains an active policy of acting in our clients' best interests. This is in line with industry best practice and regulatory guidance. Fair treatment of customers in all dealings is a requirement of management and staff and accordingly, will apply to VM and its staff too. VM aims to maintain the highest standards throughout its business and actively directs all personnel, through positive training and the encouragement of good working practices, to ensure the firm's policies are understood and implemented across the work-force. The company strives to provide clients with information that is comprehensive, relevant and accurate and to make senior staff accessible to respond to enquiries and complaints, whenever possible. Clients are encouraged to contact management directly in writing so that their comments may be considered and responded to, if, they feel at any time, that the standards set have not been met.

The Compliance Officer will be responsible for the following essential tasks:

- (1) Identifying compliance risks associated with Veracity Markets' financial services and advising the Board of Directors and senior management in the design and implementation of appropriate compliance policies, procedures, systems and controls.
- (2) Documenting the organisation, responsibilities and procedures of Veracity Markets' compliance function including its Compliance Procedures Manual and Compliance Monitoring Programme.
- (3) Establishing and maintaining monitoring and reporting processes to ensure that any compliance breaches are readily identified, reported and acted on.
- (4) Keeping the Board of Directors and senior management up to date on changes in relevant regulations and the implications thereof.
- (5) Advising Veracity Markets in preparing for FSCA risk assessment visits.
- (6) Reviewing Veracity Markets' marketing materials to ensure they are appropriate for Retail Clients, in that they are clear, fair and not misleading.
- (7) Processing applications for the registration and withdrawal of Authorised Individuals.
- (8) Ensuring that employees receive training on what must or must not be done to ensure that they and VM comply with applicable laws and regulations.
- (9) Liaising with FSCA and checking that all regulatory returns and ad hoc notifications have been made on a timely basis.
- (10) Establishing and maintaining Veracity Markets' files and FSCA registers in relation to: controllers; senior management apportionment; authorised individuals; breaches; complaints; conflicts identification and management, marketing materials; clients, regulatory returns and notifications to the FSCA. Ensure fit and proper status of Representatives and Key Individuals are maintained.



Treating customers fairly is a core value at Veracity Markets. Our business model, rules, regulations and privacy policies have always had this value as our principal driving force. We consider treating customer fairly, not merely as a policy, but rather as a vital component in relation to advancing business.

We believe that high quality speaks for itself. We place heavy emphasis on high retention and hence drive the Veracity Markets machinery to provide our clients with the highest grade of trading services and advice. Veracity Markets understands the client's needs and focuses on fair and transparent dealings. This is because we are of the opinion that in order to nurture a lasting and enjoyable working relationship with our clients, we need to surpass the mere delivery of high quality products and services.

Our Commitment to You:

Transparent Communication : We ensure that Veracity Markets customers enjoy a transparent trading environment. All information about Veracity Markets products and services such as fees, rules, commissions and costs are stated clearly and precisely. We also inform you of any conflicts of interest as soon as it comes to our attention.

Client-oriented Service Delivery: We consider your trading preferences and risk appetites before we provide any advice or suggestions vis-à-vis a particular product, service, or transaction.

Early Warnings: We inform you of potential upsets in the trading process and how to correct it as soon as it comes to our notice.

Prompt Execution: We answer your queries and execute your transactions promptly and efficiently.

Address Complaints Professionally: Veracity Markets has a stringent complaints redressal system to ensure high quality service delivery. By addressing your complaints professionally and promptly, we aim to provide customer support and satisfaction.

If you have any complaints please email us at help@veracitymarkets.com or call us on (087)012 5545.