

**IPP Financial Advisers Pte Ltd**

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## Our Pledge to Deliver Fair Dealing Outcomes to You

We, the Directors and Senior Management of IPP Financial Advisers Pte Limited, pledge to champion and inculcate a Fair Dealing Culture within our organisation, in delivering the following 5 Fair Dealing Outcomes to our customers.

### Fair Dealing Outcome 1:

Customers have confidence that they deal with financial institutions where fair dealing is central to the corporate culture.

### Fair Dealing Outcome 2:

Financial institutions offer products and services that are suitable for their target customer segments.

### Fair Dealing Outcome 3:

Financial institutions have competent representatives who provide customers with quality advice and appropriate recommendations.

### Fair Dealing Outcome 4:

Customers receive clear, relevant and timely information to make informed financial decisions.

### Fair Dealing Outcome 5:

Financial institutions handle customer complaints in an independent, effective and prompt manner.

Wee Tiong Howe

Tay Huai Eng

Albert Lam

Tan Lye Poh