

IPP Financial Advisers Pte Ltd

78 Shenton Way #30-01
Singapore 079120

tel (65) 6511 8800
fax (65) 6511 8801
web www.ippfa.com



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

Shelton Chellappah

Albert Lam

Tay Huai Eng

Tan Lye Poh