



Statement on Quality Commitment

Fintecs is proud to be a certified member of the PCG QS quality scheme (“the Scheme”). Achieving this standard means not only that we have proved the effectiveness of our business processes to UKAS accredited ISO9001:2000 auditors, but also that we adhere strictly to the Scheme’s Code of Ethics, thus we continually maintain the highest levels of integrity and business excellence.

We issue this document, comprising a voluntary statement, to you as part of the compliance process under the Scheme and to assure you of our continued quality commitment.

Explanation of the Scheme

PCG QS is a scheme for consultancy businesses to achieve full ISO9001:2000 compliance, independently audited by the most widely recognised certification body in the world (BVQi). PCG QS includes a mandatory Code of Ethics (“Code of Ethics”) for participating members.

Further details of the Scheme are available at www.pcgqs.org.uk.

Code of Ethics

A copy of the current Code of Ethics is attached at Appendix A Part 2 and a master copy can also be viewed at www.pcgqs.org.uk

Our Policy

It is our intention and quality commitment to the Scheme that we, and any consultant that we engage to perform our work for you, shall adhere to the Code of Ethics and the Scheme requirements at all times during the period of any engagement we have with our clients. We strive to continually improve the quality, skill, and competency of the services we supply and it is our intention to provide our services in accordance with our contractual, statutory and regulatory requirements relevant to our business sector.

Quality Management System and Client Feedback

The Scheme requires us to maintain a quality management system designed to ensure that our

Scheme that we enter any correspondence relating to commitment failure into our Quality Management System and generate an acknowledgment to you.

Commitment Failure

Adherence to our commitments is a vital element of our participation in the Scheme. In the event that you believe that we have failed to meet the standards set out in this Quality Commitment then we ask that you as a first step raise the matter directly with our representative with whom you have been dealing. However, if you consider the matter to be sufficiently serious, or you consider our initial response to be unsatisfactory, then please set out your issue to us in correspondence (in email or letter form). You may at any time

copy correspondence to PCG QS administration by emailing admin@pcgqs.org.uk

Our commitment is to endeavour to respond as soon as it is practicable to any issue that you raise with us in this way.