

## About Us

### About our Service

We always provide you with the information you need about our products and the services. We do that through the brochure and any conversations we have with you and by providing product information guides. The product provided by Gravesham Friendly is the Society's own product.

We are not a financial advice company and do not provide personal recommendations about the suitability of the product for you. If you require financial advice, please consult an independent financial adviser. Your personal circumstances must meet the product criteria, the information we provide enables you to take your own informed decision to proceed with the purchase.

Our staff, when they speak to you, ensure you have all the information you need and are there to answer questions openly and honestly.

Every year we publish our annual report which helps you to understand our financial position and how we manage the risks we face. This is available on our website [www.graveshamfriendly.co.uk/society-documents](http://www.graveshamfriendly.co.uk/society-documents). We strive always to put your best interests first and the Board has established a strong Conflict of Interest Policy to ensure we continuously try to identify any conflicts that may arise between us, our staff and representatives, you the member and our other business connections. We establish internal processes and procedures to manage possible conflicts and to ensure you will not suffer any detrimental or disadvantage should a conflict of interest ever materialise. The full policy is available on request.

### How we Remunerate our Staff

We take great care to ensure our Staff are remunerated in ways which do not create any conflicts of interest for them or you, and we structure their pay so that there is no inducement for sales or customer service practice.

### Your Data Protection

We are registered with the Information Commissioners Office. We are totally committed to keeping your data safe and secure and we will only use it for purposes you agreed to when you provided it to us. Our aim is to always put your interests first and we do that by adhering to the requirements of the General Data Protection Regulation. Our full Privacy Statement can be found on our website.

Gravesham Friendly is the trading name of Anglo-Saxons Friendly Society Ltd which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FCA No. 139421.) Gravesham Friendly is also registered and incorporated under the Friendly Societies Act 1992 register number 189F.