



RESEARCH

in association with



**TCF Questions**

**Wave 46**

**October 2007**

The 'ifacensus' logo is centered on a large dark blue circle. The word 'ifa' is in a smaller, light blue, lowercase sans-serif font, and 'census' is in a larger, white, lowercase sans-serif font below it.

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of IFA Opinion**

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Association of  
A I F A  
Independent Financial Advisers

## Introduction

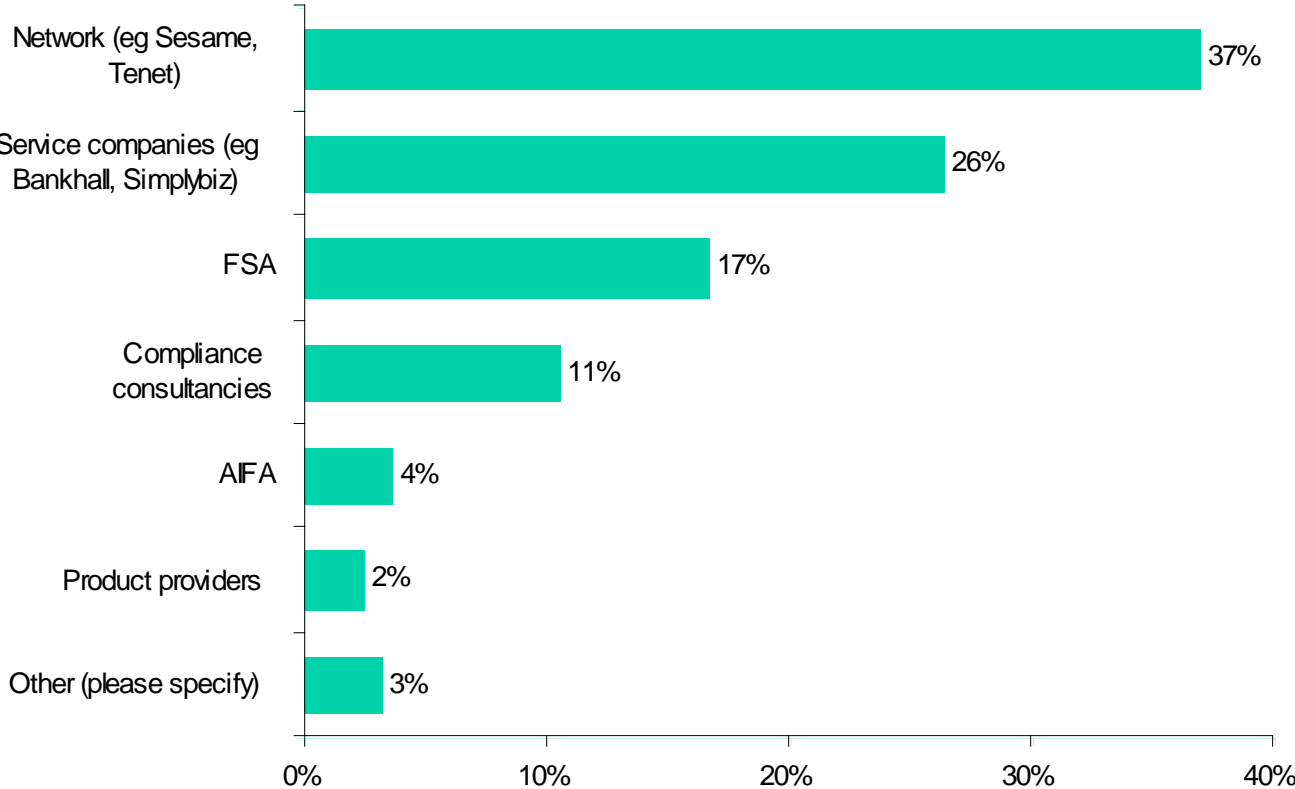
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- This month's AIFA questions focused on Treating Customers Fairly Questions.
- A set of bespoke questions were placed on October's IFA Census and fieldwork was conducted during 9<sup>th</sup> to 19<sup>th</sup> October 2007.
- **246** IFAs responded to the survey all of whom have been involved in implementing TCF within their business



## Main source of information to keep up to date on TCF

Networks and Service Companies are key sources of information on TCF

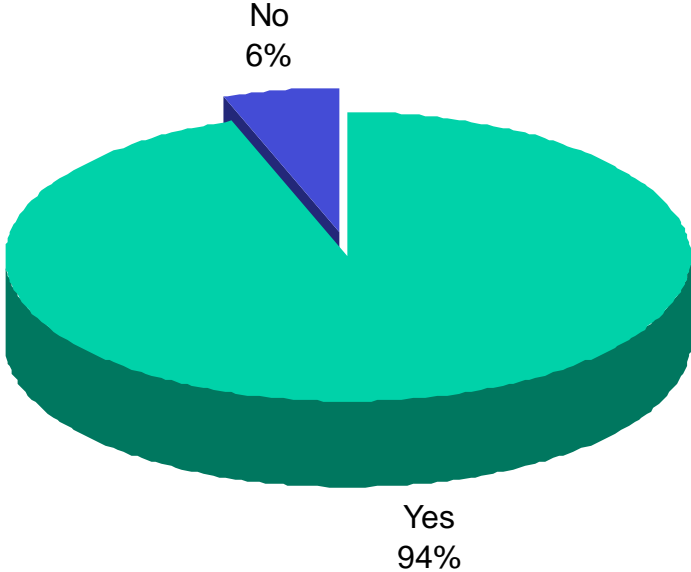


What are the main sources of information that you use to keep up to date on TCF?  
Base: October 2007 – 246



## Developed any TCF plan

More than 90% mentioned that have developed a TCF plan that they are now implementing

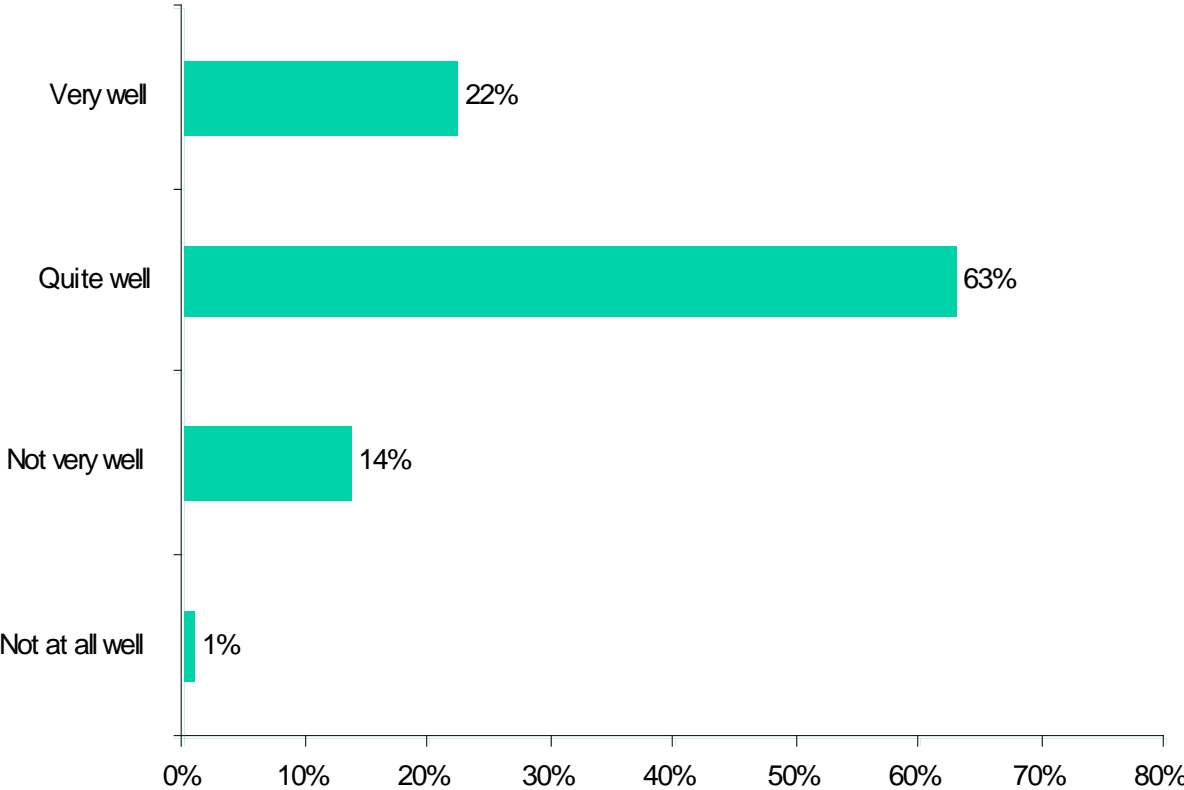


Have you developed a TCF plan that you are now implementing?  
Base: October 2007 – 246



## Feeling about the understanding of the required to demonstrate that they have implemented TCF

More than 4 out of 5 felt they understand what is required to demonstrate that they have implemented TCF

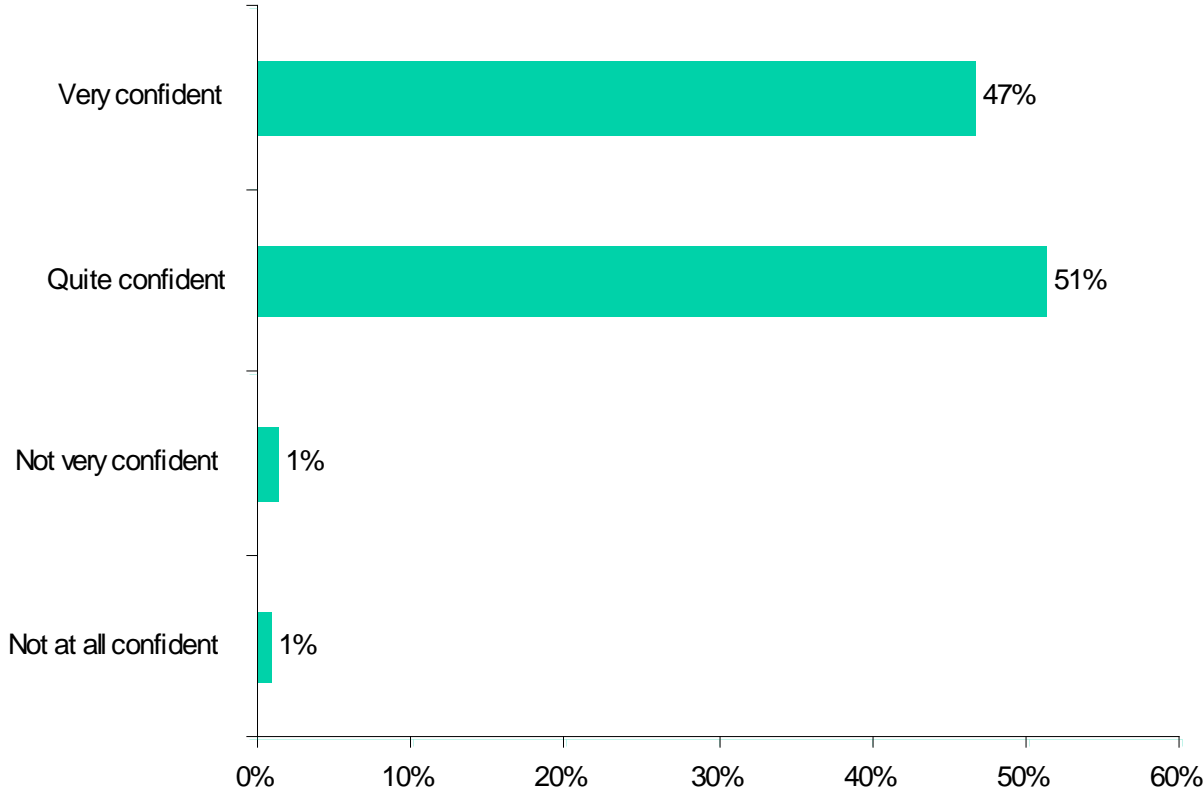


How well do you feel you understand what is required to demonstrate that you have implemented TCF?  
Base: October 2007 – 246



## Confidence of having the appropriate management information in place by March 2008

The majority expect to have the appropriate management information in place by March 2008



How confident are you that you will have the appropriate management information in place by March 2008?  
Base: October 2007 – 246

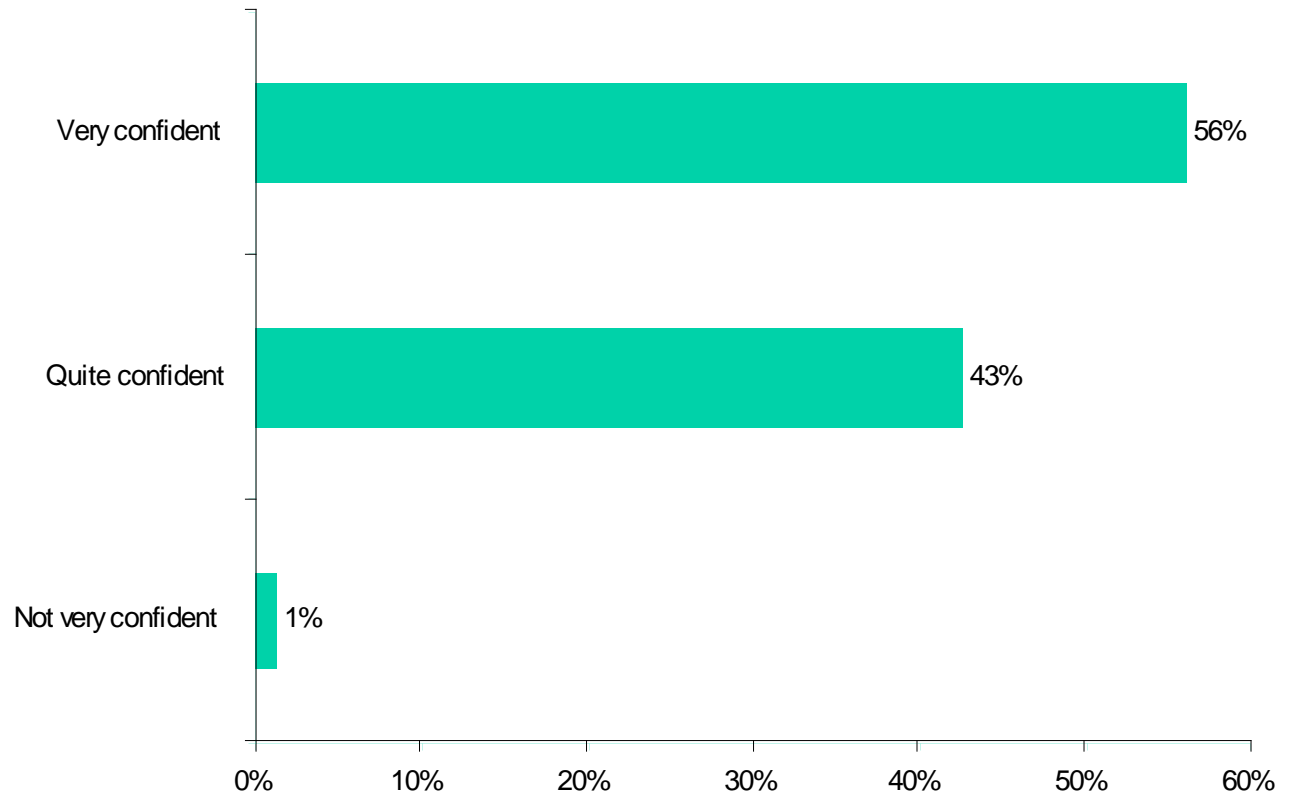


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## Confidence of the business to deliver TCF by the deadline of December 2008

Almost all are confident that their business will be delivering TCF by the deadline of December 2008

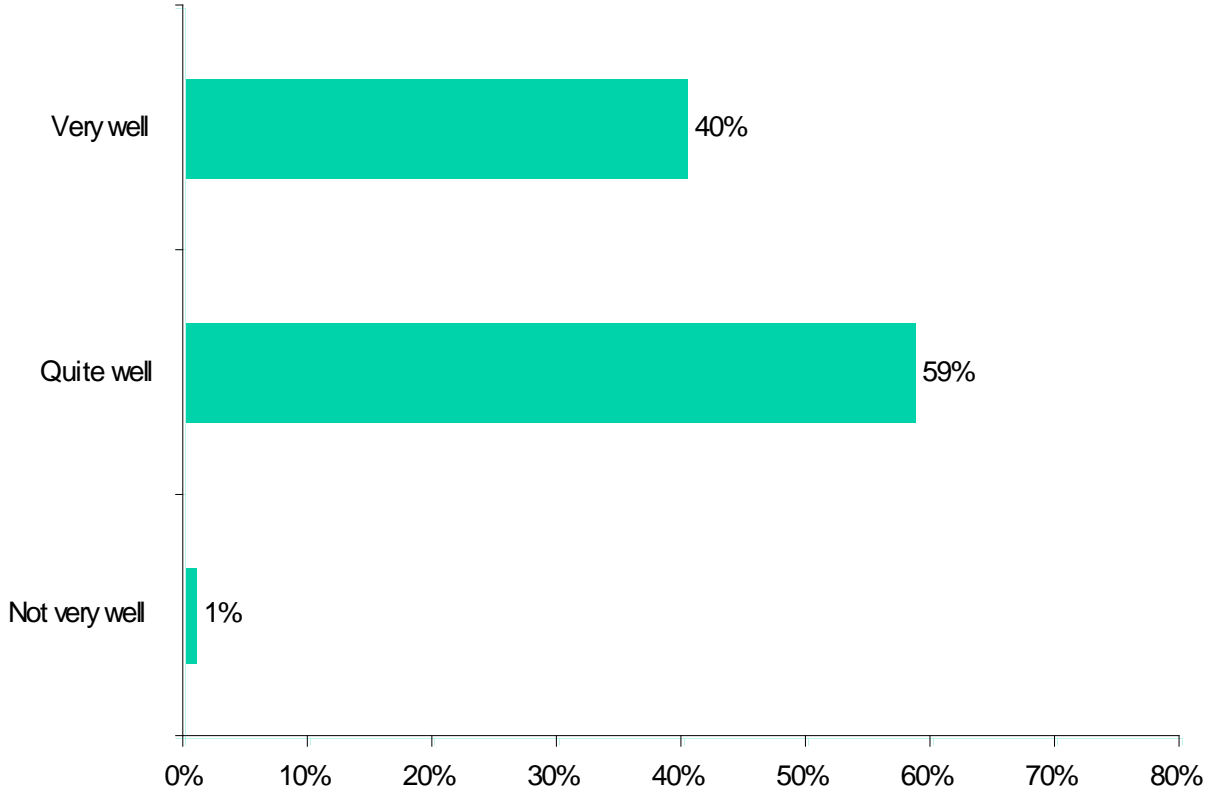


How confident are you that your business will be delivering TCF by the deadline of December 2008?  
Base: October 2007 – 246



## TCF culture embedded into the business

Almost all mentioned that they felt the TCF culture is well embedded into their business



Overall how well do you feel that the TCF culture is embedded into your business?  
Base: October 2007 – 246

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## Contact

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If you have any questions / comments, please contact

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