

## Consumer Duty

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The Consumer Duty was introduced on 31 July 2023 and sets higher and clearer standards of protection and care for financial services clients, requiring firms to put their clients at the heart of their business. At Montanaro Asset Management Limited, we are focussed on delivering good outcomes for our customers and putting them first. We make sure that:

- our products are only sold to clients for whom they are suitable, meet their needs and offer them fair value for money
- information on our products is presented in a way that is clear, transparent and not misleading
- we provide the level of support and service that our client's need and expect
- if a complaint or issue is brought to our attention, we will deal with it promptly and fairly
- barriers are not put in the way which make it difficult for our clients to close or switch products where they find their current product is not meeting their needs

If you have any questions regarding Consumer Duty at Montanaro, please contact [enquiries@montanaro.co.uk](mailto:enquiries@montanaro.co.uk).