



ODL Markets

Treating Customers Fairly

November 2009

At ODL, we aim to always treat all our customers fairly. Our customers will be provided with clear information about our products and services and kept appropriately informed before, during and after point of sale.

We will ensure our level of product and service performance will meet the expectations of our customers as far as reasonably possible.

We will also ensure that there is no barrier for customers to express their requests, concerns and complaints and we will always be responsive to them.

If you have a complaint, we will handle it as soon as possible, as set out in our [Complaints Handling Procedures](#).