

## kinex Sales and Marketing Code of Practice

### **Our commitment to you**

kinex is committed to providing low-cost services in an honest and straightforward manner. We publish and adhere to our sales and marketing code of practice on a voluntary basis. We are a responsible company. As well as our internal compliance controls, we recognise all legislative and regulatory compliance procedures.

Everyone who represents kinex, no matter what their position or job description, is made aware of our code of practice. kinex takes pride in its good reputation and expects its people to follow four important standards:

- Be courteous and professional at all times
- Be factual and accurate
- Be able to explain the products and services provided by kinex
- Never misrepresent any services offered by other service providers

If you have a complaint about our sales and marketing code of practice, please get in touch:

### **Write to us**

The Compliance Department,  
Longley House,  
Longley Lane,  
Manchester,  
M22 4SY

### **Phone us**

The Compliance Department on 0161 465 6600

### **Email us**

[compliance@kinex.co.uk](mailto:compliance@kinex.co.uk)

