



Supporting intermediaries in treating customers fairly  
[www.tcfinfo.co.uk](http://www.tcfinfo.co.uk)



## TCF Tips 1 – Assessing affordability and suitability

With FSA monitoring set to increase, make sure your TCF record-keeping measures up. As part of TCF Outcome 4 you need to be able to demonstrate through your records that:

- ✓ your customer can afford any mortgage you recommend (whether Full Status or Self Certification) – for the life of the loan
- ✓ the recommended product is suitable for the customer based on their needs and attitude to risk
- ✓ the product chosen was the most suitable from the available options

### **Affordability**

You can use TCF Info's [Fact Find Checklist](#) to check whether your current Fact Find measures up to FSA requirements under TCF and to plug gaps where needed.

### **Suitability**

In order to evidence TCF during the advice process you also need to record the reasons for the final product recommendation. Use TCF Info's [Product Suitability Checklist](#) to check whether you're asking the right questions and recording information properly.

The above records will make up part of your 'qualitative MI'.

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