



ASSOCIATE

ASSOCIATE MEMBERS

CODE OF PRACTICE

1. To act with probity, professionalism and integrity in all business dealings carried out with independent funeral directors.
2. To ensure that clear terms and conditions of trading are notified to the customer in advance of the transaction being finalised.
3. To market products and services to independent funeral directors in a professional and appropriate manner at all times.
4. To keep SAIF fully advised of mailings going out to members, as well as any other marketing campaigns being carried on that impact upon SAIF members, even if the campaign is not only being carried out in relation to SAIF members.
5. To accept that any complaint made in writing by a member, and supported with valid documented evidence, against an associate member will be subject to investigation by SAIF and may result in action being taken.
6. In the event of a valid problem with a product or service sold to a SAIF member the associate undertakes to do everything reasonably within their power to resolve the matter to everyone's satisfaction within a reasonable time frame.
7. To use the SAIF Associate logo wherever and whenever appropriate, thus promoting SAIF.
8. Usage of social networks to promote, encourage or discuss any business matters relating to SAIF is totally against protocol.