



Know your limits?

FCS is launching a suite of standards to help excellent comms providers stand out from the crowd.

This first Mark of Excellence has been created specifically for fraud mitigation over SIP. It is designed to be recognised. From websites to stationery the mark will:

- ▶ Add real value and endorsement to your sales pitch
- ▶ Help encourage your customers to understand the difference between “I can do it cheaper” and “I can do it better”

“A Fraud Standard is the obvious starting point for the Mark of Excellence scheme – empowering CPs to help customers understand the value, competence and professionalism of our industry.”

Chris Pateman, Chief Executive, FCS.



Need to protect your customers?

By the Channel. For the Channel.

The FCS Mark of Excellence is an industry-authored scheme to protect and deepen the supplier/customer relationship.

Unlike other industry awards, it isn't dependant on votes and it won't lose value with time.

It will mark you out as a committed, professional business. One which can be relied upon to meet set, measurable standards.

Demonstrate
your excellence.



We're starting with fraud. Because it's the biggest source of grief for both CPs and their customers. Finding yourself trapped in a 'no-win' situation. Endlessly debating about who precisely is at fault. Knowing that even airtight T&C's will provide no protection from your customers walking away at renewal. There is another way.

The FCS Fraud Mitigation Mark of Excellence...

- ▶ Mitigates losses by preventing or restricting unauthorised activity
- ▶ Replaces uncertainty with a series of professional best practice benchmarks
- ▶ Protects the vital supplier/customer relationship
- ▶ Separates you from the pack

Download your copy at:

www.fcs.org.uk/excellence