

We are committed to the Financial Conduct Authority (FCA) principle of Treating Customers Fairly (TCF). We aim to offer the highest level of service to all our customers at all times.

Making a Complaint

If you are unhappy about our service, please contact us. We aim to resolve any complaint promptly. Within 3 working days, we will either provide a satisfactory resolution to your complaint, or, send a written acknowledgement, should it require further investigation. Our aim is to provide a final response within 21 days, or, at the latest, within eight weeks.

If you are dissatisfied with the outcome of our investigations, you can contact the Financial Ombudsman Service, Exchange Tower, London EC14 9SR.

Tel: 0800 023 4567 or 0300 123 9123.

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk