



What to do if you are a consumer and you have a problem with our service

How we can help

Finance Affiliate is committed to providing you with the highest standard of service. However, if you do have a complaint, we will do everything possible to ensure that it is dealt with quickly and fairly.

The information provided here will show you how to:

-) Make a complaint
-) Contact the right person quickly
-) Take further action if you are unhappy with the outcome

Please note that any complaint must be notified to us within six months of the occurrence of the event that caused it.

Our commitment to you

We do everything in our power to ensure that customer complaints are dealt with quickly and fairly. The quickest way to have your complaint addressed is to follow the procedure detailed below.

How to complain

The easiest way to register a complaint is by giving us a call. Depending on the nature of your complaint, please contact the appropriate department using the details on this document.

The member of staff receiving your complaint will try to resolve it immediately. If they cannot, or further investigation is required, please follow our Complaint Procedure:

Complaint Procedure

When expressing your complaint it is helpful to include all the relevant details, such as the details of any telephone conversations, emails, people contacted and any other circumstances relating to your concern. This helps us to quickly and more fully understand the nature of your complaint before beginning our investigations.

Once we have received your complaint the relevant Department Manager or one of his/her colleagues will acknowledge receipt in writing within 5 working days. You can normally expect a further full written response within 20 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this point.

In the unlikely event that your complaint has not been resolved within four weeks of receipt, we will write to you explaining the reasons why and explain what further action we will need to take.

Within eight weeks of receipt we will either issue you with a final response letter detailing the outcome of our investigation and our decision, or a letter confirming when we anticipate our investigation will be concluded.

Write to us:

Finance Affiliate Ltd

Unit 118, Devonshire House
Aviary Court
Wade Road
Basingstoke
Hants
RG24 8PE

Tel: 0844 774 8412*

Fax: 0844 774 8413

*Calls cost 5p per minute plus your phone company's access charge

If you are not satisfied with our response:

If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to -

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Website: www.financial-ombudsman.org.uk

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

The Financial Ombudsman Service offers a free, independent complaint resolution service.

You have the right to refer your complaint to the Financial Ombudsman Service free of charge – but you must do so within 6 months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.