

Making a Complaint Client Guide

Our promise to you



This is important information, please keep it in case you need it in the future.

Making a Complaint

Our promise to you ...	
<p>Your views are important to us. If we do not give you the service you expect, you think we have made a mistake, or you are dissatisfied with your investment, we want to know.</p> <p>If you need to complain, we promise to:</p> <ul style="list-style-type: none"> • Make it easy for you to complain. You can call us or write to us by letter, fax, or email. • Have dedicated people who listen to your concerns and deal with your issue with the minimum of fuss. • Treat you fairly. • Do what we say we will. • Use clear language rather than technical jargon. • Use your feedback to make our service and products better in future. 	<p>In the unlikely event we've been unable to resolve your complaint within eight weeks we'll contact you again with a further update. At this point, we'll explain your rights to take your case to the Financial Ombudsman Service.</p> <p>When contacting us about a complaint, please provide us with your full name and address.</p>
How we deal with your complaint ...	How you can contact us
<p>As soon as we receive your complaint, we will get in touch to let you know we are dealing with it. We will always confirm receipt of a complaint in writing.</p> <p>We aim to complete all requests as quickly and as fairly as possible although more complex issues may take longer to investigate. If this is the case, we'll get in touch to let you know when we are expected to be able to give you an answer.</p>	<p>You can write to us at:</p> <p>Finli PO Box 894 Stockport Central Delivery Office Green Lane Stockport SK4 2HQ</p> <p>You can call us on 0345 241 5347.</p> <p>We are available between 9.00 a.m. and 5.30 p.m., Monday to Friday.</p> <p>You can email us at: enquiries@finli.co.uk</p>

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What else you can do ...

Once we've dealt with your complaint, we'll send you a final response which we hope you'll be satisfied with.

However, if you're unhappy with the action we've taken to resolve your complaint, or if it's not completed within eight weeks, you may be able to take your case to the Financial Ombudsman Service (FOS).

We'll let you know if this applies when we issue our final response.

For your information, the FOS address is:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email:

complaint.info@financial-ombudsman.org.uk

You can telephone the Financial Ombudsman Service on **0800 023 4567** or simply log on to their website at:

www.financial-ombudsman.org.uk

Group Operations

Brennan House
Farnborough Aerospace Centre Business Park
Farnborough GU14 6XR

Telephone: 0345 241 5347

Email: enquiries@finli.co.uk