

COMPLAINTS

We hope that you will be very pleased with the service that we provide but in the unlikely event that you have a complaint please ask for a copy of our complaints.

We strive to ensure that there should be no occasion when you should have any cause for complaint in relation to the service that we provide to you. In the unlikely event that you wish to raise a complaint or have any other concerns with regard to the service we have, or are, providing to you, you may submit a complaint.

Complaints may be made in writing, by e-mail, by telephone, or in any other form in respect of the claims management service that we have provided. If you wish to register a complaint our contact details are:

Sarah Stokes

Complaints Department
Pension Claim Consulting Ltd
Redlands Business Centre
3-5 Tipton House Road
Sheffield
S10 5BY

Telephone: 0114 2664216.

Email: info@pensionclaimconsultingltd.co.uk

We reserve the right to decline to consider a complaint that is made more than six months after you become aware of the cause of the complaint.

There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if your complaint has been made outside the time limit that we are prepared to consider.

We will acknowledge your complaint within five working days and will seek to provide a full response within four weeks.

If we are unable to do so we will send you a holding response and issue a final response within eight weeks of your initial complaint.

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

Financial Ombudsman Service

Exchange Tower
Harbour Exchange
London, E14 9SR

Telephone: 0800 023 4 567

From overseas: +44 20 7964 0500

www.financial-ombudsman.org.uk