

Moneymatchmaker Complaints Handling Process

We hope that you never have reason to complain about the service we provide at Moneymatchmaker but if something has gone wrong and you need to complain please follow the steps laid down below and we will do our best to resolve the problem to your satisfaction and as quickly as possible.

STEP 1

Making a complaint

If you wish to make a complaint about the service or advice you have received from us please contact us in writing in the first instance with an outline of your concerns.

Please write to us at:

Moneymatchmaker

The Laurels, Bere Road

Winterborne Kingston

Blandford Forum

Dorset

DT11 9BA

Or you can email us your complaint to **compliance@moneymatchmaker.com**

STEP 2

Acknowledging your complaint

We will send you an acknowledgement of your complaint within five business days of receiving it. We will provide you with a copy of our complaints handling process. We will always set out our understanding of your complaint once we have received it in writing.

STEP 3

Investigating your complaint

Your complaint will be investigated by somebody experienced and who is not directly connected to your complaint. In this way we can complete a fair investigation. We may ask you to submit copies of documentation to help us with our investigation.

STEP 4

Keeping you informed

If we have not been able to resolve your complaint within four weeks, we will write to you and let you know when we expect to complete our investigation.

STEP 5

Resolving your complaint

We will always aim to resolve your complaint within eight weeks of receiving it. At the end of eight weeks we will write to you with the outcome of our investigation and advise you what to do if you are not satisfied.



The Laurels
Bere Road
Winterborne Kingston
Dorset
DT11 9BA
info@moneymatchmaker.com

STEP 6

If you are still unsatisfied

If we have not been able to complete our review of your complaint within the eight week period, we will write to you and let you know when we expect to have finished our investigation.

We will also provide you with details of your rights to refer the matter to the Financial Ombudsman Service (FOS). The FOS can be contacted as follows:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

You can telephone them on 0300 123 9 123, online at <http://www.financial-ombudsman.org.uk/> or email them at complaint.info@financial-ombudsman.gov.uk