EQUITY RELEASE TRUSTEES LIMITED REGULATED COMPLAINTS HANDLING PROCEDURES FOR CUSTOMERS

Updtaed 6th March 2020

WITHIN 5 DAYS COMPLAINT RECEIVED WITHIN 4 WEEKS RESOLVED We will send you written We aim to finalise the Any complaint we are unable to acknowledgement of your investigation and provide you resolve by close of business the complaint within 5 business days. with a suitable resolution in following day. Your complaint will be recorded. writing to your complaint. (Monday – Friday) If you are unhappy with our response you may be able to refer your complaint to the Financial Ombudsman Services.** OR If after investigation the complaint should rightfully be referred to another firm, we will **4 WEEKS UNRESOLVED WITHIN 8 WEEKS** forward this immediately and advise you of the details and contact numbers of the firm We will send you a final response concerned. This will constitute a We aim to finalise your letter complaint. Where this is not final response letter from OR possible, we will write to you and If we are unable to resolve your ourselves. tell you why and how we propose complaint, you will receive a letter to proceed. telling you why and if we intend to make further investigations. You may have the right to refer your complaint to the Financial Ombudsman Services.

* Complaints made on a Friday, Saturday or Sunday will be resolved/dealt with, the next business day, Monday.

^{**} If you wish to refer your complaint to the Financial Ombudsman Service you must do so within 6 months of our final response letter. You will receive a leaflet for further information. You may contact the financial ombudsman service by post Exchange Tower Exchange House Harbour Exchange Square, Isle of Dogs, London E14 9GE. Tel 0800 023 4567