

What if I am not satisfied with the service I receive?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. In the first instance speak to the representative that you dealt with. If however, you remain dissatisfied, we have a dedicated team who will ensure your complaint is investigated fully.

How do I make a complaint to you?

If you wish to complain about the advice or service you have received from us, you can write to the address below:

Customer Relations Department
Countrywide Principal Services Ltd
Ground Floor
Lavells House
Hockliffe Street
Leighton Buzzard
Bedfordshire LU7 1EZ.

Alternatively e-mail complaints@cwpsl.co.uk

What information do you need?

In order to help us resolve your complaint as quickly and efficiently as possible, we will need the following information:

- Your name and address
- The name and address of the representative that you have dealt with
- Any relevant account and policy numbers
- A daytime telephone number where we can contact you
- A clear description of your complaint
- Details of what you would like to be put right

What happens next?

We will aim to contact you to try and resolve your complaint on the day that we receive it, but if we need to make further enquiries, we will;

- Provide a written acknowledgment of your complaint within 5 working days
- Give you the details of who is handling your complaint and how to contact them

In these circumstances we aim to resolve your complaint as quickly as we can. If however we are unable to do this within 4 weeks we will write explaining what is happening and when we expect to have an answer. After 8 weeks we will send you a further progress report.

When you receive your response, if you are still unhappy with the outcome you will be given the opportunity to request a review of how the investigation of your complaint has been conducted.

Taking your complaint further.

If we cannot resolve your complaint to your satisfaction, you may be able to refer the matter to The Financial Ombudsman Service that was set up by the Financial Services Authority to review certain unresolved complaints.

When we respond to your complaint, we will let you know if you are eligible to refer your complaint to the Financial Ombudsman Service. They can be contacted at:

The Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR

Telephone: 0845 080 1800

