

Relendex Complaints Procedure

At Relendex, we are committed to providing an excellent service to our customers. However, we recognise that there may be occasions where you feel that this has not been achieved.

If you wish to make a complaint, this can be made:

- Verbally, by telephone or in person
- Via a written communication delivered in person
- Via post and/or e-mail

In order to ensure that all complaints are fairly, consistently and promptly dealt with, the Compliance Officer will ensure any complaint is properly investigated and that Relendex adheres to the required timetable set down in the Financial Conduct Authority (FCA) rules.

Accordingly, any complaint Relendex receives, will be handled by the certified person responsible for that area of the business, in consultation with the Compliance Officer. If your complaint is capable of being resolved to your satisfaction within 3 business days of its receipt, Relendex undertakes to expedite the agreed course of action.

If your complaint has not been resolved by the close of business on the third business day, you will receive information from us within 5 days thereafter, advising on the progress of your complaint and the name, job title and contact details of the individual handling it.

At Relendex, we aim to resolve all complaints within a reasonable period, where your complaint has not been settled within 3 business days, a final response should be issued to you within 8 weeks of the receipt of a complaint.

In the unlikely event that Relendex is unable to give a final response within 8 weeks, we shall issue a written response that:

- explains why we are not able to make a final response and indicates when we expect to be able to provide you with one.
- informs you that you may now refer the complaint to the Financial Ombudsman Service (FOS); and
- contains a copy of the Financial Ombudsman Service standard explanatory leaflet.

If you remain dissatisfied with Relendex's response, you may then refer your complaint to the Financial Ombudsman Service (FOS) which must be done within 6 months of the original complaint.

At Relendex we shall retain a copy of your complaint for 5 years from the date of its receipt and we shall share this information on a six-monthly basis with the Financial Conduct Authority (FCA).

A complaint will be deemed to be closed where Relendex has sent a final response or where you have indicated in writing acceptance of Relendex's earlier response.

Relendex will ensure that customers calling to discuss their complaints will be charged no more than the 'basic rate' for calls.

Contacts

Relendex Compliance Officer

99-100 Turnmill street, London, EC1M 5QP

0203 962 5810

Email: info@relendex.com

The Financial Ombudsman Service

Exchange Tower, London, E14 9SR

0800 023 4567 (Free for most people ringing from a fixed line) or

0300 123 9123 (Cheaper for those calling from a mobile) or

020 7964 0500 (If calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk