

# Personal Customer Complaints - here's what we'll do

## If you have a problem we can help.

### If you have any cause for complaint please tell us – we want to put it right.

We aim to offer you the best possible service, but there may be occasions when you feel you have cause for complaint. If so, we will always try to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our complaints procedure.

### Where you first make your complaint

We aim to resolve your concerns within 24 hours. Sometimes it may take longer to look into the matter fully. If this happens, we will let you know within 5 working days who will reply.

Often the people you first raise the matter with are able to help, but there may be occasions when it needs a specialist area to be involved. If you don't know who to contact you can:

- telephone Customer Relations on 0845 603 6582\* or typetalk is available for you, if you have a hearing impairment

- write to us at: **Customer Relations**  
PO Box 81  
Pendeford Business Park  
Wobaston Road  
Wolverhampton WV9 5HZ

- fax us on 01902 325629

We will then arrange for the right person to look into and respond to your concerns.

## If you are still not happy

In the unlikely event that you remain unhappy, you can ask for your complaint to be referred to Customer Relations for further review. Where your concerns cannot be resolved to your satisfaction, you can, at this stage, ask the Financial Ombudsman Service to help. The service is impartial and conducts independent investigations. The Mortgage Business supports fully, and is a member of the Ombudsman Scheme.

Following our complaints procedure does not affect your legal rights.

### Financial Ombudsman Service Address

For complaints about The Mortgage Business products and services:

#### The Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

LONDON E14 9SR

telephone: 0845 080 1800\*

e-mail: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## Here to help

### Additional needs

*"We are committed to meeting the needs of all our customers. If you have a hearing or speech impairment, you can use Typetalk whenever you contact us. For the visually impaired, we can provide documents in large print, Braille or on audio. Please speak to a member of staff."*

\*Calls may be monitored and recorded for security and training purposes. 0845 numbers may not be available outside the UK. The price of calls will vary by provider. If you are calling from outside the UK, please dial +44 1902 398 411. Cost of calls from abroad will vary for each country.

The Mortgage Business plc.  
Registered Office: Bridge House, Queens Park Road, Chester CH4 7AD.  
Registered in England and Wales No. 1997277  
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