

COMPLAINTS

Our complaints procedure

Our priority is to support our customer and give them the best chance of reaching their full potential. If, for any reason, you have any concerns or complaints about our service, we want to hear from you so that we can address the issues.

HOW WE DEAL WITH COMPLAINTS:

We will acknowledge your complaint and try to resolve your concerns straight away, but if we haven't resolved the matter to your satisfaction within 72 hours from receipt of your complaint, or where we need more time to investigate, we will keep you updated and let you know if we need any further information from you.

We will send you a Final Response once we have fully investigated your complaint and arrived at an outcome. In the unlikely event that we have not been able to fully address the issue after eight weeks we will explain the reason and tell you the options available to you.

HOW TO CONTACT US ABOUT A COMPLAINT:

These are the ways that you can raise an issue with us:

By e-mail to: complaints@futurefinance.com

By phone on: 020 3743 8700

By post to: 3rd Floor, 1 Grand Parade, Dublin 6, Ireland

FINANCIAL OMBUDSMAN SERVICE: If you are not happy with the Final Response that we provide, you have the right to have your complaint independently reviewed by the Financial Ombudsman Service within 6 months of the date of receiving our Final Response.

The Financial Ombudsman Service

Exchange Tower,

London,

E14 9SR

Telephone Number 0800 023 4567 or 0300 123 9 123

Monday to Friday: 8am to 8pm

Saturday: 9am to 1pm

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

Website: www.financial-ombudsman.org.uk