



## Customer Complaints Procedure

At Infinity Finance, we aim to provide an excellent standard of service at all times, and therefore treat any complaint very seriously. We place considerable importance on treating customers fairly, and aim to demonstrate this through a fair and timely resolution of any complaint.

If you wish to raise a complaint verbally, please call our Customer Services Department on 0845 833 8161, and ask to speak to the Team Leader. Once the Team Leader is aware of the complaint, they will do their utmost to ensure the matter is resolved to your satisfaction as quickly as possible.

If you wish to raise a complaint in writing, please forward your comments to us by E-mail to [service@infinityfinance.eu](mailto:service@infinityfinance.eu), or by post addressed to the Compliance and Quality Manager, Infinity Finance, PO Box 154, Hazel Grove, Stockport, SK7 6XZ.

If the complaint relates to the service provided by a third party, we will refer the details of the complaint to the third party and confirm this course of action to you in writing.

All complaints (unless the complaint is resolved by close of business the following working day), will be acknowledged in writing, within five business days of receipt.

Then, on completion of our investigation, we will write to you notifying you of the outcome, and the nature and terms of any settlement (if applicable). Any compensation we offer will be fair, and the basis of the calculation will be explained.

Our letter will also advise that if you are not satisfied with the outcome you may refer the matter to the Financial Ombudsman Service. We will point out that a referral to the Ombudsman should be made within six months or you may lose that right, and enclose a leaflet which explains the Ombudsman's arrangements, and how they may be contacted.

If for any reason, our investigation is not concluded within four weeks of receiving the complaint, we will write to you again informing you that our investigation is continuing, giving the reasons for the delay, and the date we expect to be able to contact you again.

If for any reason our investigation is not concluded within eight weeks of receiving the complaint, we will write to you again, informing you of the reasons for the delay, and advising that if you are not satisfied with our progress you may refer the complaint to the Financial Ombudsman Service. We will point out that a referral to the Ombudsman should be made within six months or you may lose that right, and enclose a leaflet which explains the Ombudsman's arrangements, and how they may be contacted.