

If you have a complaint

If you are reading this, something may have gone wrong. We're sorry if it has. We are committed to providing products and service of the highest standard. If for any reason you feel you are not entirely satisfied with any aspect of our service please let us know straight away. Our Complaints department will investigate your complaint competently, diligently and impartially.

How to make your complaint

First, let us know what has happened. You can call us, email us or write to us. We will allocate you your own complaints handler for the duration of your complaint (see "contacting us" at the end of this leaflet).

We need to know:

- Your name and address.
- Your agreement number or policy number as appropriate.
- Details of how we can contact you.
- A clear description of your complaint and whether any 3rd party is involved.
- Details of what you would like us to do to resolve your complaint.
- If appropriate, copies of any relevant supporting documentation.

What happens next?

We'll contact you within 2 working days to let you know we are looking into your complaint and clarify any points where necessary. We will keep you regularly updated about what's happening and discuss our findings. We will take into account all of the available evidence, the circumstances, relevant laws or regulation, as well as guidance from the Financial Ombudsman Service.

Final response

When we have investigated your complaint we will write to you to let you know our final response. This detailed letter will tell you what we have found, what we plan to do and how we came to our decision. If it is going to take us more than eight weeks to resolve your complaint, from when you first contacted us, when we will update you on our progress and explain why it is still ongoing.

Contacting us

Telephone: 01246 458 812

Address: Resolutions Department, Evolution Funding Ltd, Thompson Close, Chesterfield S41 9AZ

E-mail: help@evolutionfunding.com

If you are not satisfied with how we dealt with your complaint

If you are not happy with our decision and wish to take it further, you can ask the Financial Ombudsman Service to look into your complaint for you. This independent service is free and is there to resolve disputes between customers and financial service institutions. You need to consult them within 6 months of the date of our final response letter (they will require a copy).

Contact

Address: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Telephone: 0800 023 4567 or 03001 239 123

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk