

What to do if you have a complaint



Complaints guide

At Royal London Equity Release, we strive to provide you with an exceptional level of customer service.

If you have had a problem with your experience as a customer of Royal London Equity Release, we would like you to let us know.

Letting us know gives us the chance to put things right and also helps to prevent the same issue from happening again.

How to tell us

If you wish to raise a complaint, you can contact our dedicated Customer Service Team in the following ways:

0330 124 3914

and choose option 4

customer.support@
royallondonequityrelease.com

Customer Support, Royal London, P.O.
Box 277, Sheffield, S98 1RP

They are available from Monday to Friday,
9am-5pm, excluding bank holidays.



How we will handle your complaint

Once we have assessed the nature of your complaint, we will do everything we can to resolve it within 3 working days.

Some complaints can take a little longer to resolve. If we have not reached a resolution within 3 working days, we will contact you to inform you that the investigation is ongoing. If the complaint does require further investigation, this could take us up to 4 weeks to complete.

In the event we need more than 4 weeks to conclude our investigation, we will send you a holding letter to keep you updated.

If after 8 weeks we cannot agree a resolution, or if you are unsatisfied with the result of our investigation, you will have the right to contact the Financial Ombudsman Service. Full details of how to do so are provided under “The Financial Ombudsman Service”.

Contact us

0330 124 3914

customer.support@royallondonequityrelease.com
equityrelease.royallondon.com
Customer Support, Royal London, P.O. Box 277,
Sheffield, S98 1RP

The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation. They handle complaints that consumers and financial businesses haven't been able to settle themselves.

If for some reason we haven't been able to resolve your complaint within 8 weeks, or you're not satisfied with the resolution, you can refer your complaint to The Financial Ombudsman Service.

If you receive a final response letter from us, and you want to contact The Financial Ombudsman Service, you'll need to do this within 6 months from the date of our final response letter.

To find out more about the service visit:

financial-ombudsman.org.uk

You can contact The Financial Ombudsman Service by writing to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Alternatively you can phone them on **0800 023 4567**



We're happy to provide your documents in a different format, such as Braille and large print, just ask us when you get in touch.

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