

# 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 over the phone, you can contact our dedicated Customer Service Team via email at [customer.support@royallondonequityrelease.com](mailto:customer.support@royallondonequityrelease.com)

**0330 124 3914** option 4.

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

Or by post: Customer Support, Royal London, P.O. Box 277, Sheffield, S98 1RP



# 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  
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](http://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.**

“Royal London Equity Release” is a trading name of Responsible Lending Limited. Responsible Lending Limited uses Royal London branding under licence from Royal London Marketing Limited. “Royal London”, the “Royal London logo” and “Royal London Equity Release” are registered trade marks of The Royal London Mutual Insurance Society Limited. Responsible Lending Limited is authorised and regulated by the Financial Conduct Authority and is entered on the Financial Services Register under reference 763158. Registered in England and Wales under company number 09801855. Registered office: Princess Court, 23 Princess Street, Plymouth PL1 2EX. Responsible Lending Limited is a wholly owned subsidiary of the Royal London Group. Being a wholly owned subsidiary of the Royal London Group does not alter Responsible Lending Limited's regulatory responsibilities.