

when things
need **sorting**
out...



customer
complaints
procedure

mortgage
services

Complaints procedure

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy to use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the Regulatory Authorities that control our business The Financial Services Authority.

Stage 1 - We can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:-

**The Compliance & Legal Services Dept.
Sequence (UK) Limited
16-20 Hockliffe Street
Leighton Buzzard
Bedfordshire LU7 1GN**

If you prefer you may telephone on **01525 215415** or visit your nearest branch. Alternatively you may forward details of your dissatisfaction by email to:
compliancemortgageservices@connells.co.uk

A written acknowledgement will be issued promptly and in any event no later than five working days after receiving your complaint.

- Your complaint will be fully investigated by a member of the Compliance Department's Mortgage Services team.
- You will receive a detailed response within 20 working days of our receiving your complaint.
- If further time is required to say, receive reports from a third party, then you will receive a written explanation for any delay within the 20 working day time frame.

- If we do not hear from you within 8 weeks of the date of our response to you, we will assume our response has addressed the matter and we will close our file.

Stage 2 - If you remain dissatisfied after receiving our response

If you still feel that your complaint has not been fully or fairly addressed, please let us know and we will pass your comments to another member of the team for an independent second review.

A further acknowledgement will be sent within 5 working days and we will send you our final response within 8 weeks of receipt of your original complaint. If we are unable to respond within this period of time, we will write to you to explain the reason why this is not possible within the stated time frame.

The process may take longer than 8 weeks if, for example, you are unable to reply promptly to our earlier correspondence, which is understandable. In the unlikely event that no response is provided by us within the 8 week period, you are entitled to refer your complaint to the Financial Ombudsman and we will explain how you can do that.



Stage 3 - What happens next?

If you find you are unhappy with our final response, you have the option to refer the matter to the Financial Ombudsman Service (FOS). The contact details for the FOS are as follows:

South Quay Plaza
183 Marsh Wall
London
E14 9SR

T 0800 0234 567 (free for people phoning from a "fixed line" - for example, a landline at home)

0300 1239 123 (free for mobile phone users who pay a monthly charge for calls to numbers starting with 01 or 02)

E complaint.info@financial-ombudsman.co.uk

W <http://www.financial-ombudsman.org.uk/contact/index.html>

Please note

You should refer your complaint to the Ombudsman within 6 months of the date of our final response. You will also need to complete our internal complaints procedure, before you raise your concerns with the Ombudsman.





www.sequencehome.co.uk

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