

A GUIDE

Managing your complaint

A guide to our complaints process

Our process is governed by our regulators, so you can rest assured knowing your complaint will be handled fairly, promptly and consistently.



Countrywide Assured

THE AIM OF THIS GUIDE IS TO OUTLINE OUR COMPLAINTS PROCESS AND WHAT YOU CAN EXPECT ALONG THE WAY.

The steps describe what happens once we receive your complaint. If there is anything more to add once the process is underway, please let us know. For example, you may have new information about your personal circumstances.

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What happens next?

Your concerns will be addressed as quickly as possible, although some complaints can be complex and may take some time to investigate.

- We'll investigate your complaint by gathering all the relevant information and documents available so our independent complaints team can handle your complaint thoroughly and fairly. We aim to resolve your complaint within four weeks
- If your complaint is not addressed within four weeks, we'll get in touch to update you on our progress and let you know when you can expect a 'final response'
- If, after eight weeks, we are unable to give you a final response, you will receive a letter from us explaining the reason for the delay
- Once our investigation of your complaint is complete, we'll get in touch either by phone or in writing.

If, on receiving our final response, you believe we haven't taken something into account or you have more information for us to consider, please get in touch.

If the outcome of our investigation involves compensation, a payment will be made to you or the relevant person, scheme or company.

Our promise to you

We take our commitment to 'treating customers fairly' very seriously, which is why we promise to make dealing with us simple and straightforward.

For more information, visit

countrywideassured.co.uk/customer-commitment/

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Unhappy with our response?

If you are unhappy with the outcome of your complaint, the Financial Ombudsman Service may take on your complaint. The service was created by Parliament to sort out complaints between financial businesses and their customers.



financial-ombudsman.org.uk

If you decide to refer your complaint to the Financial Ombudsman Service, you'll need to contact them within six months of receiving our letter detailing the outcome(s) and settlement of your complaint.



Financial Ombudsman Service
Exchange Tower, Harbour Exchange
London E14 9SR



0800 023 4567 or 0300 123 9 123



complaint.info@financial-ombudsman.org.uk

If your complaint concerns our management of your pension plan, the Financial Ombudsman Service may refer you to the Pensions Ombudsman.



Pensions Ombudsman Service
10 South Colonnade
Canary Wharf E14 4PU



0800 917 4487



pensions-ombudsman.org.uk



NEED HELP?

If you have any questions at any stage of the complaints process, please **get in touch**.



Countrywide Assured

Countrywide Assured plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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