



aldermore

How we handle complaints

We do our best to provide a quality service

But if you do have cause for complaint, we will equally do our best to deal with it to your full satisfaction. To help us do so quickly and efficiently, please contact us with:

- your name and address
- your account number
- a telephone number if you would like us to call you
- details of your complaint, including relevant references and dates.

If you are a savings customer, please contact us at the following address:

**Complaints Officer
Aldermore
Freepost RSAZ-AXXH-LHAX
PO Box 762
WALLSEND
NE28 5DH**

Or phone us on: **0845 604 2678**

Or email us at:

service@aldermoresavings.co.uk

For all other Aldermore customers please contact us at the following address:

**Complaints Officer
Aldermore
1st Floor, Block B
Western House
Lynch Wood
PETERBOROUGH
PE2 6FZ**

Or phone us on: **01733 404500**

Or email us at: **complaints@aldermore.co.uk**

What you can expect from us

Our aim is to ensure you feel we have handled your complaint fairly and that you are fully satisfied with the outcome. If we cannot resolve your complaint immediately, we will send you a prompt acknowledgement confirming receipt of your complaint, we will undertake a full investigation addressing all the points you raise and will do our best to reply to you with our written response by post within seven business days.

If we need more time to look into your complaint, we will:

- tell you who is personally dealing with it
- keep you updated on our progress
- provide you with a written explanation of the reasons for the delay and tell you when we will respond in full.

If you're still not happy

If we are unable to issue a final response within eight weeks, or you are not happy with our final response for any reason, you may be able to refer the matter to the Financial Ombudsman Service.

For more information:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: **0845 080 1800**

Email: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**

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Aldermore Savings' documentation is available in Braille, large print and audio versions.