

# Complaints Procedure

## Our commitment to you

At Pure Retirement Limited each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

## Pure Retirement Limited Complaints Procedure

1. We will acknowledge your complaint within 5 working days of receipt of your complaint.

2. We will investigate your complaint and keep you informed of the progress of your complaint and the measures which are being taken for the complaints resolution.

3. We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4. If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

**Financial Ombudsman Service (FOS)**

**South Quay Plaza**

**183 Marsh Wall**

**London**

**E14 9SR**

**[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.

**If you have any concerns or questions, call us on 0113 3660 599**

**Tel: 0113 366 0599**

**[www.pureretirement.co.uk](http://www.pureretirement.co.uk)**

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