

Complaints Procedure

Here at Forces Loans we endeavour to provide a high-quality service and supply a good product with each loan. We hope that you will never need to do so, but if you are unhappy with any part of the loan process then please tell us.

You can let us know about your concern by phone on 0800 619 2274 or 0330 700 9999, or by emailing info@forcesloans.co.uk.

We aim to respond to any complaint within 48 hours and we will make an effort to resolve your complaint within 14 days. If your complaint is particularly complex then it may take longer to resolve. If this is the case then we will write to tell you why we have not been able to do so and when we will be able to give you an adequate response.

Once a decision has been made and if you are not satisfied with the outcome, you have the option of taking your complaint to the Financial Ombudsman Service (FOS). This organisation helps settle disputes between businesses and their customers. You will need to allow us to respond to your complaint and should allow sufficient time for us to issue a final response before referring the matter to the FOS.

We will enclose a leaflet from the FOS in our final response letter to assist you if you decide to pursue this further course of action and ask for an independent review.

You should contact the Financial Ombudsman Service within six months of receiving our final response:

Write: Financial Ombudsman Service (FOS)
 Exchange Tower
 London E14 9SR

Tel: 0845 080 1800

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

Website: www.financial-ombudsman.org.uk

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