

COMPLAINTS Policy & Process

Proplend is committed to providing quality customer service and working in an open and accountable way that builds mutual trust and respect.

If you are reading this, something may have gone wrong. We're sorry if it has. If you tell us about it, we'll look into it thoroughly and correct any error we have made. Thank you for taking the time to help us improve our service for you and everyone else.

Proplend defines a complaint using the FCA definition, namely:

Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:

(a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and

(b) relates to an activity of that firm, or of any other firm with whom that firm has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service.

THE COMPLAINTS HANDLING PROCESS

The first thing to do is let us know what's happened. You can either call us, email us or write to us. We'll need to know:

- A summary of the complaint detailing exactly what's gone wrong, and how and when it happened.
- Anything specific you'd like us to do to put things right.
- Your name, address and contact information.
- Your account details i.e. your Borrower or Lender number if you are registered on our website.
- Any other relevant / pertinent information to the complaint.

Once we have this information, we'll be able to start looking into your complaint for you. We aim to deal with and resolve complaints as quickly as possible, and ideally within three business days of receipt. You will receive written communication from us notifying you of the progress if we cannot provide a final response within this timeframe, but in accordance with FCA rules we will provide a final written response within eight weeks of the receipt of the complaint.

FINANCIAL OMBUDSMAN SERVICE (FOS)

If you are not happy with the decision we've taken regarding your complaint and wish to take it further, you can ask the FOS to look into your complaint for you. This is a free, independent service for resolving disputes between customers and financial services institutions. They will require you to consult with them within 6 months of the date of our final response letter, and they'll ask to see the letter as summary of our investigation of your complaint.

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

Phone: 0800 023 4567

Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

OUR COMPLAINT CONTACT DETAILS

Phone: 0203 951 7970

Email: complaints@proplend.com

Online: www.proplend.com

Post: Proplend Limited, 15 Little Green, Richmond, TW9 1QH