

Fact Sheet – Dealing with complaints

Fact Sheet | June 2010

To support our commitment to achieving an excellent customer experience, you can expect us to meet these principles when dealing with your complaint

We all know that sometimes things go wrong. If this happens we want to put it right quickly. As a valued customer of Suffolk Life, we want you to tell us if our products, our service or our people do not meet your expectations.

- » **We only make promises we can keep.** If you feel we have not please tell us.
- » **We want to be fair to all our customers.** We will do everything we can do to resolve your complaint. If we cannot we will tell you why and let you know what other options there are.
- » **We want you to tell us what you think.** We will aim to learn from what you tell us and where necessary to make changes to improve the service you receive.

Dealing with your complaint

An experienced person will deal with your complaint and keep in touch with you regularly to inform you of progress.

We will aim to resolve your complaint at the earliest possible stage. Within four weeks of receiving the complaint we will:

- » write to you with our final decision; or,
- » contact you explaining why we are not yet in a position to resolve the complaint and when we will contact you again

If you disagree with our decision, you feel we have misunderstood anything or you have any extra information please let us know.

Appeals

If you are not satisfied with our response to your complaint, you can request a further review by a Director at Suffolk Life. Please use the above contact details.

Contact us

Complaints
Suffolk Life
153 Princes Street
Ipswich, IP1 1QJ

Tel: 0870 414 7000
Direct: 01473 296 765 (call charges will vary)
Fax: 0870 414 8000
Email: complaints@suffolklife.co.uk
Web: www.suffolklife.co.uk

Financial Ombudsman Services

You may be able to refer your complaint to the Financial Ombudsman Service* if:

- » you do not accept our final decision; or,
- » you have not received a final decision letter within eight weeks from the date we received your complaint

The Ombudsman usually expects customers to allow us to address their complaints before contacting them unless there has been an undue delay. We will let you know if you can refer your complaint to the Ombudsman.

Ombudsman details

The Financial Ombudsman Services
South Quay Plaza
83 Marsh Wall
London, E14 9SR

Tel: 0300 123 9123
Email: Complaint.info@financial-ombudsman.org.uk
Web: www.financial-ombudsman.org.uk

*In some circumstances you may be able to refer your complaint to the Pensions Ombudsman. In which case, we will tell you how to do this.