

## Your complaint and Loanfinder

At Loanfinder, our customers come first and we work really hard to make sure that we're living up to the high standards you have a right to expect. If you feel that we haven't lived up to your expectations or if we've fallen short somewhere along the line, please let us know. It's important for us to see where we could have done something better so we can improve our service for you.

### First Step

It's good to remember that many problems can be solved by just talking to us, we're always happy to help. If you'd like to get in touch, drop us an email at – [hello@loanfinder.co.uk](mailto:hello@loanfinder.co.uk).

### Second Step

If you don't feel like we've been able to resolve your problem or you're not happy with the way we've handled your query, you can click [here](#) to complete our online complaint form. If it's easier for you to send us a letter here's our address:

Compliance Manager  
Loanfinder  
Walton House  
56-58 Richmond Hill  
Bournemouth  
BH2 6EX

Please give us as much information as you can so we can investigate your issue fully. We might need to contact you if we require any other details relevant to your complaint. We'll aim to resolve your complaint and get you a written answer within a week containing a full report of our investigation. If for any reason we're not able to give you a final response within 8 weeks of your original complaint, we'll write to you to explain why.

### Third Step

If you've followed our complaints procedure and you've received a final response but you aren't happy with the way we've dealt with your complaint, you can refer the matter to the Financial Ombudsman Service within 6 months of our final response for an independent review.

If you wish to contact them, you can write to them:

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

Or you can phone them on: 0845 080 1800

If you'd like a bit more information you can visit their website: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)