

COMPLAINTS PROCEDURE

If you have a complaint

Here at CAF Financial Solutions Limited, we value your custom highly and trust you will be entirely satisfied with our service. If, however, you do have a comment or complaint about us we would like to hear from you. We will do our utmost to resolve your concerns fully and promptly.

If you have a complaint please call our Customer Service team on **03000 123 333** between 9am and 5pm Monday to Friday. The team is fully trained in matters of this nature and all calls are recorded. Alternatively you can email us at investments@cafonline.org or write to us at:

CAF Financial Solutions Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4TA

If we cannot solve your problem immediately we will write to you to ensure that we have fully understood your complaint and to advise you who will be investigating it further. This person will normally be someone who was not involved in the matter about which you have complained.

We hope to be able to deal with most complaints within four weeks. Where we are unable to do so, we will write to you at the end of four weeks and advise you when we hope to be able to contact you further.

If you are dissatisfied with our response, or we have taken more than eight weeks to send you one, you may be entitled to refer your complaint to the Financial Ombudsman Service.

We will send you a leaflet providing more details of the Financial Ombudsman Service when we deal with your complaint. You can also find more information at www.financial-ombudsman.org.uk.

Registered office: CAF Financial Solutions Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4TA.

T: 03000 123 333 **E:** investments@cafonline.org

CAF Financial Solutions Limited (CFSL) is authorised and regulated by the Financial Conduct Authority. Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4TA. Registered under number 2771873. CFSL is a subsidiary of Charities Aid Foundation (registered charity number 268369). Telephone calls may be monitored or recorded for security/training purposes and by calling you give your consent to this. Lines are open Monday to Friday 9am - 5pm (excluding bank holidays).