

OUR COMMITMENT TO YOU



**IF YOU ARE
UNHAPPY
WITH US, IT'S
IMPORTANT
THAT:**

- you know who to complain to
- you know how we will deal with your complaint
- you feel confident that we will take your complaint seriously
- you know that we will try to resolve the problem quickly.

WHO DO YOU COMPLAIN TO?

Please address your complaint to the Customer Relations Manager. You can make a complaint by:



WRITING TO US

International House
Coolil Road, Douglas,
Isle of Man, IM2 2SP,
British Isles.



EMAIL US

customer.relations@rl360.com




CALL US


+44 (0)1624 681681

WHAT HAPPENS NEXT?

- Once your complaint has been received, we will acknowledge it in writing within five working days.
- We will write to you detailing the outcome and our decision following a full and impartial investigation of your complaint. The investigation will take account of all available information.
- Where we are unable to complete our investigation in four weeks, we will write and let you know when we hope to be able to deliver our response.
- Should our investigation still not have concluded after eight weeks and we are not awaiting any information from you, we will write to you to explain why.

If you are dissatisfied with our final response then you can contact the Financial Services Ombudsman Scheme:

 Financial Services
Ombudsman Scheme
Thie Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS
British Isles.

 +44 (0)1624 686500

 ombudsman@iomoft.gov.im