LifeInsuranceForMe

Suite 16, Letraset Building, Wotton Road, Ashford, Kent, TN23 6LN | 020 8135 4940 | hello@lifeinsuranceforme.co.uk

Our Complaints Procedure

Life Insurance For Me is a trading style of More Than Money Ltd who are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 1047044. You can check this on the Financial Services Register at fca.org.uk or by calling 0800 111 6768.

We are committed to providing a professional service to all our customers.

If you are unhappy then we want to hear about it so we can try to put things right. With this in mind, we have the following complaints procedure in place.

You can make a complaint by any reasonable means including telephone, letter, or email.

How to contact us

- Write to: Suite 16, Letraset Building, Wotton Road, Ashford, Kent, TN23 6LN
- Telephone: 020 8135 4940
- Email: hello@lifeinsuranceforme.co.uk

Who deals with your complaint

We deal with your complaint ourselves. More Than Money Ltd is directly authorised and regulated by the Financial Conduct Authority, so there is no other firm involved in handling it and there is nobody else you need to contact in the first instance.

How we will handle your complaint

Complaints we can resolve quickly

If we are able to resolve your complaint by the close of business on the third business day following the day we receive it, we will write to you to confirm that we consider the matter resolved.

That letter or email will also explain that if you are unhappy with the resolution, you may still be able to refer your complaint to the Financial Ombudsman Service, and it will tell you how to do that.

Complaints that take longer

If we cannot resolve your complaint within three business days, or if it involves a more complex assessment or investigation, we will handle it under our formal process.

We will acknowledge your complaint promptly and investigate it fairly and impartially.

We will write to you with our final response within eight weeks of receiving your complaint.

If we are not able to give you a final response within eight weeks, we will write to you to explain why, tell you when you can expect our final response, and explain that you may refer your complaint to the Financial Ombudsman Service.

If you are still not happy

If you are unhappy with our final response, or if eight weeks have passed and you have not received one, you have a statutory right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent body that settles complaints between customers and financial firms. It is free of charge to consumers. You normally need to refer your complaint to them within six months of the date of our final response.

You can contact them using the following details:

- Telephone: 0800 023 4567
- Email: complaint.info@financial-ombudsman.org.uk
- Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR
- Website: financial-ombudsman.org.uk

Please note that the Financial Conduct Authority regulates firms like ours, but it does not settle individual complaints. The Financial Ombudsman Service is the body to contact if you are not satisfied with our final response.

Let us know if you need any extra help or support

We are committed to providing a complaints service that is accessible to all our customers.

If you will have any difficulties with any elements of the process outlined above, or if there are circumstances that might mean we need to change the way in which we handle your complaint, then please let us know when you tell us about your complaint.