

OUR COMPLAINTS GUIDE

IF YOU'RE NOT HAPPY WITH US, WE WANT TO PUT THINGS RIGHT.

We're here to help

We're committed to giving all our members and advisers the best service throughout their time with us .

So, if you feel we've not provided the best service to you, please let us know. We'll do our best to resolve your complaint quickly and fairly.

At Holloway Friendly we provide insurance, so we can't give advice or sell our products directly. If you're unhappy with the suitability of your insurance, or the service received from your financial adviser, please contact them first. If you're not sure, feel free to reach out to us, and we'll help you look into this.

How do I make a complaint?

If you'd like to make a complaint, you can do this by:

Giving us a call

0800 0931 535

Sending us an email

info@holloway.co.uk

Writing to us

Wiltshire Friendly, Holloway House, Epsom Square, White Horse Business Park, Trowbridge, Wiltshire, BA14 0XG

What if my complaint is about how you've handled my data or any data protection concerns?

If you're unhappy with how we've handled your personal data, please contact us using the details above so we can investigate your concerns in line with our data protection obligations.

How long does our complaints process usually take?

We'll do our best to sort things within 3 working days of receiving your complaint. We'll then get in touch with our findings and check you're happy with them. Once everything is resolved, we'll confirm this in writing to you within 5 working days.

If we can't sort things within 3 working days, we'll send you a formal acknowledgement within 5 working days of receiving your complaint.

What happens if my complaint is a tricky one?

Our regulator, the Financial Conduct Authority (FCA) requires us to give you a final response within 8 weeks, but we'll aim to get back to you within 4 weeks. If we can't give you our final response within those 4 weeks, we'll let you know why and when we'll be back in touch. You're welcome to contact us at any time to see how we're getting on.

If we need more time than 8 weeks to sort out your complaint, we'll let you know and keep you updated along the way.

What if my complaint is about my Financial Adviser?

If your complaint is about the advice or service you got from your Adviser we'll refer your complaint to their firm and we'll let you know we've done this.

What happens after I receive your final response?

If you're not happy with our final response, please send us any extra information you feel could be helpful. We'll take a look at it and review our decision.

What if you're not able to solve my complaint?

If you haven't received our final response after 8 weeks, or if you're not happy with how we've handled your complaint, you can take it to the Financial Ombudsman Service (FOS).

Their service is free, and you need to reach out within 6 months of the date on our final response. We'll include information about their services and contact details with our final response.

How can I contact the Financial Ombudsman Service (FOS)?

In writing

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

By telephone

0800 023 4567

By email

complaint.info@financial-ombudsman.org.uk

Or you may look at the FOS website

www.financial-ombudsman.org.uk

We'll happily assist the FOS and accept their final decision. Just so you know, your right to take legal action as a member is completely protected.

What if i'm not happy with how you've handled my complaint concerning my personal data?

If you're not happy with how we've handled your complaint about your personal data, you can take it to the Information Commissioner's Office (ICO).

To contact the ICO regarding data protection complaints, you can use the following details:

By email:

icocasework@ico.org.uk

By phone:

0303 123 1113

Writing to them:

Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire, SK9 5AF

For more information about the ICO and their complaints process, you can visit their official website at ico.org.uk.

We'll happily assist the ICO and accept their final decision. Just so you know, your right to take legal action as a member is completely protected.

The Financial Services Compensation Scheme

The Original Holloway Friendly Society Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of your claim. The scheme may cover you for 100% of any successful claim you make.

Further information about the compensation scheme is available from:

In writing

The Financial Services Compensation Scheme
PO Box 300
Mitcheldean GL17 1DY

By phone

0800 678 1100