

Hidenda's Complaints Handling Procedure

We strive to ensure that there should be no time that you should have any cause for complaint in relation to the service we provide to you. In the unlikely event that you wish to raise a complaint or have any other concerns with regard to any service we have provided you may submit a formal complaint. This procedure sets out the process which should be followed.

1. Complaints may be made in writing to our postal address (6E2 Boundary Court, Willow Farm Business Park, Castle Donington. DE74 2NN), by e-mail (complaints@hidenda.com), by telephone (01332 815418) or in any other form in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006. You should address your complaint to The Complaints Department.

2. We will send you a written or electronic acknowledgement of a complaint within five business days of receipt, identifying the person who will be handling the complaint for the business together with a copy of this complaints handling procedure. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.

3. Within eight weeks of receiving a complaint we will send you either:

- a) a final response which adequately addresses the complaint (including contact details for the Financial Ombudsman should you wish to make a complaint to them); or
- b) a response which:
 - i explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response;
 - ii informs you that you may refer the handling of the complaint to the Financial Ombudsman if you are dissatisfied with the response, the timeframe for doing so and full contact details.

4. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.

5. If you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint to: Financial Ombudsman, Exchange Tower, Harbour Exchange, London. E14 9SR; or tel: 0800 023 4567
Any complaint must be referred to the Financial Ombudsman within six months of the date of our written final response.

Cancellation

You have the right to cancel the contract at any time of signing it without giving any reason. Just to make you aware if you cancel after 14 days you will be subject to a cancellation fee.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. in writing to our postal address (6E2 Boundary Court, Willow Farm Business Park, Castle Donington. DE74 2NN), by e-mail (cancel@hidenda.com), by telephone (01332 815418)). You may use the below model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation: If you cancel this contract, we will ensure no further work is carried out by our organisation.

Model cancellation form is shown below. Do not fill this in now:

To:

I/We hereby give notice that I/We wish to cancel my/our contract for the supply of your service.

Full Name (s): _____ & _____

Address: _____

Reference: _____

Signature: _____ Date: _____

Signature: _____ Date: _____