

COMPLAINTS PROCEDURE

About us

Angletwich Financial is a trading name of Momentum Financial Services Ltd, which is directly authorized and regulated by the Financial Conduct Authority.

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

If you are unhappy with our service, 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.

Our contact information

Our contact information:

Write to:

Momentum Financial Services Ltd

11 Lime Tree Walk, Sevenoaks TN13 1YH

Telephone: 01732 806 333

Email: get@momentum.mortgage

How we will handle your complaint

Simplified Complaints

We will use this process if:

- Your complaint is about a simple matter that we can look into and solve quickly and easily; and
- You direct it to us (rather than to any other organization) in the first instance.

We will investigate your complaint and aim to resolve it within three business days following the date of receipt. If you are happy to accept our proposed resolution, we will send you written confirmation of our investigation.

If you cannot confirm acceptance by the end of the third working day (for example – because you are not happy with our proposed response or if you are not available to discuss it with us), we will refer the case for further review.

If your complaint is more complex or unlikely to be resolved quickly, we will usually proceed with a formal process.

Formal Complaints

The formal complaints process will be used where:

- We can't resolve your complaint to your satisfaction within 3 working days; or
- Your complaint involves more complex assessment or investigation; or
- You send your complaint directly to us rather than through a simplified process; or
- You ask us to deal with your complaint in this way.

ANGLETWICH FINANCIAL LIMITED

T: 01634 924443 E: info@angletwichfinancial.co.uk

Registered in England and Wales, Reg. No. 12235041. Registered office: Buckhole Farm Cottage, Cooling Road, High Halstow, Kent ME3 8SE

Upon receipt, we will acknowledge your complaint promptly and will investigate it fairly and impartially. We will write to you within 8 weeks to confirm the outcome of our investigation.

In the unlikely event that our investigation is not complete within eight weeks, we will write to you to explain why and let you know when you can expect to hear from us. We will also provide details of how to contact the Financial Ombudsman Service if you are not satisfied with progress.

The Financial Ombudsman Service

If, following our investigation, you are still not happy with the outcome, you have a statutory right to refer your complaint to the Financial Ombudsman Service. This service is free of charge to consumers, and you may refer the matter to the Financial Ombudsman Service (FOS) within six months from the date that you received a final response to your complaint.

You can contact the service using the following details:

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

You can also visit their website and refer complaints to them online by visiting:

<https://www.financial-ombudsman.org.uk/>

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 experience any difficulties with any elements of the process outlined above, or if there are circumstances that may require us to change the way in which we handle your complaint, please let us know when you inform us of your complaint.