

Boundless Member Complaints Procedure

Our commitment to you

At Boundless we take all feedback from our members seriously and aim to use it to improve our member services. If you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our members get the best products and service possible. However, sometimes we, or our Approved Partners, may not get things right the first time.

When that happens we want you to tell us what went wrong so we can put matters right.

We want to:

- **Make it easy for you to tell us what went wrong;**
- **Give your complaint the attention it deserves;**
- **Resolve your complaint fairly without delay; and**
- **Make sure you are satisfied with how your complaint was resolved.**

Products or services provided directly to you by Boundless

If your complaint relates to a product or service that we have arranged for you please let us know by contacting us at Member Services:

By phone: 0800 669944

By email: customer.relations@boundless.co.uk

By letter: Member Feedback Manager, Member Services, Boundless by CSMA, Britannia House, 21 Station Street, Brighton BN1 4DE



We will send a written acknowledgement of the complaint to you by letter or e-mail, within five business days of its first receipt by us.



We will investigate your complaint and aim to send a final response to you detailing our findings within four weeks of receiving your complaint. Where this is not possible, we will issue to you an update outlining the progress we have made in investigating your complaint together with an indication of when we expect to be able to provide you with a final response.

Your right to refer the matter to the Financial Ombudsman Service

If your complaint relates to a financial product or service that Boundless has provided directly to you, and it is more than 8 weeks from the date of your complaint and you haven't received a final response from us, or you are dissatisfied with the final response you have received, you can refer the matter to the Financial Ombudsman Service at Exchange Tower, London E14 9SR.

Website: www.financial-ombudsman.org.uk

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

You must refer your complaint to the Financial Ombudsman within 6 months of the date of the final response from us.

Products or services provided to you by an Approved Partner

If your complaint relates to a product or service provided by one of our Approved Partners they are responsible for dealing with your complaint. You should refer to the information/documentation they have provided to you regarding their complaint handling arrangements and contact them directly. The Approved Partner should deal with your complaint under their complaint handling procedure and respond directly to you regarding the resolution of your complaint.

If you contact us with a complaint relating to a product or service provided by one of our Approved Partners we will forward your complaint to them within five business days and send you confirmation of this together with the contact details and address of that party. You should then deal directly with the Approved Partner regarding the resolution of your complaint.