

## **The Bankruptcy Protection Fund Ltd. – Customer Complaints Procedure**

In the event of a complaint being received, the firm will carry out the following procedures:

1. Acknowledge your complaint in writing within five business days of it being received, giving the name of the relevant contact within the firm, together with details of its complaints procedures.
2. Where a complaint was made orally, ensure that the letter of acknowledgement clearly states the Firm's understanding of the nature of the complaint and inviting you to confirm, in writing, the accuracy of this understanding.

This letter of acknowledgement will inform you that we will:

- (a) investigate the complaint; and
- (b) if the investigation has not been completed within four weeks of receipt of the complaint, write informing you that the investigation is not complete and explaining the reasons why; and
- (c) on completion of the investigation, write to inform you of the outcome of the investigation.

Or

Where the complaint does not relate to The Bankruptcy Protection Fund Ltd. or its Advisors (for example where it is against a Product Provider/Lender), we will immediately forward the complaint to the relevant Compliance *Officer* of the *affected* organisation. We will write to you advising of the name, address and job position of the person in that organisation who is handling the complaint. We will take no further action unless further correspondence is received from you or the other organisation.

3. The firm will investigate the complaint with all involved parties, including the adviser, and produce a report of the findings within four weeks of acknowledgement of the complaint.

This report will explain:

the outcome of the investigation;  
the nature and terms of any offer of settlement that we may consider to be appropriate;

alternatively our reasons for declining to offer a settlement;  
and that if you are not satisfied you should contact the Financial Ombudsman Service (if applicable) and remind you that if you wish to refer the complaint to the Financial Ombudsman Service. This must be done in writing within six months of the date of this letter or you may lose the right to have the matter considered. A copy of the Financial Ombudsman's explanatory leaflet will be enclosed.

a copy of this report will be retained in the Complaints Register a record.

4. If this investigation has not been completed within four weeks, a letter will be written immediately to you stating that the investigation is not yet complete. This letter will: state that the firm is continuing to conduct an investigation into this complaint, give an indication as to when the firm is likely to next make contact.

5. On completion of the investigation (within eight weeks), you will be sent a final response that will clearly state:

the outcome of the investigation;

the nature and terms of any offer of settlement which the firm is prepared to make in satisfaction of the complaint;

referring you to the Financial Ombudsman Service (if applicable) as at point 3 above.

6. If at the end of eight weeks the firm is not able to send a final response to you, a letter will be sent:

giving the reasons for the further delay;

giving an indication of when a final responses likely to be sent;

referring you to the Financial Ombudsman Service (if applicable) as at point 3 above.

7. A complaint will be considered 'closed' if you write to accept the findings of the report or fail to respond within 8 weeks of receiving the final report.

8. If the firm appoints another person to conduct the investigation on its behalf, the person investigating the complaint shall make a written report to include a written record of all conversations with you or any other person concerned.

9. The firm shall be responsible for ensuring that an adequate and prompt reply is made to you in respect of each complaint referred under this rule.

Where a complaint is received and dealt with by the close of business following the day of receipt, the above procedures do not need to be followed other than recording the complaint and keeping full documentation to evidence the outcome of the investigation to resolution of the matter.