



Customer Satisfaction

Our Commitment

Within Asset Advantage Limited (“Asset Advantage”) customer satisfaction and quality service is paramount. However, we recognise that sometimes things can go wrong and when they do we will ensure that our best attention is paid to any complaints. This leaflet sets out the Complaints Procedure we have set up to make sure you receive a quick and fair reply.

If you do have cause for complaint, and tell us about it, we will:

- fully investigate your complaint
- keep you informed of progress
- do everything we can to help you and seek to resolve the issue.

We see the complaints procedure as a two way process in which we can learn from the experience and further improve our systems.

Complaints Procedure

Where to begin

If you have reason to complain please contact us at the address shown overleaf. When you write to us, please tell us:

- your name and you Asset Advantage agreement number
- the reason for your complaint
- your current address

If you have information supporting your complaint, please include this with your letter.

If you are willing to discuss the issues on the telephone, please provide your daytime number in case we need to contact you.

Summary Resolution Communication / Acknowledgement of complaint

If we are able to resolve your complaint within 3 business days of initial receipt we will send you a Summary Resolution Communication. This will contain details of the complaint and who to contact if you are unhappy with our resolution. You may be entitled to refer the complaint immediately to the Financial Ombudsman Service, details of which will be included in our Summary Resolution Communication and overleaf. Otherwise we will acknowledge your complaint by letter to the address provided in your complaint within 5 working days of receiving it. We will start to investigate your complaint as soon as we receive the complaint from you.

Investigation of your complaint and final response

We will carry out a thorough investigation of your complaint including, if appropriate, contacting the supplier of the goods and/or the introducing broker, on your behalf. Once we have completed our investigations, we will make a decision as to the outcome of the complaint. We will write to you at the latest 8 weeks after you submitted the complaint to either tell you the outcome of the complaint or, if it is going to take longer to investigate, provide you with an indication of when you may expect to be told the outcome of your complaint. We hope that in most cases we will be able to provide a response much earlier than 8 weeks after the submission of the complaint.



Asset Advantage

Business finance

If you feel your complaint has not been resolved

If you are dissatisfied with the reply, ask for the complaint to be escalated in order that the issue and our response are reviewed. Asset Advantage has an escalation procedure. If you choose to do this, please give the name of the person within Asset Advantage you have been dealing with. We will then carry out further investigation and advise you of the outcome as soon as possible.

We have intentionally made our complaints handling procedure simple to follow, so that you should not have to use a solicitor or seek professional help. If you choose to do this, we will not meet your costs.

Referral to the Financial Ombudsman Service

We hope that we are able to resolve your issue. However, if you are:

1. an individual;
2. a micro enterprise, which is a business with an annual turnover or balance sheet total of less than €2 million and fewer than ten employees;
3. a small business, which is a business with an annual turnover below £6.5 million and with either (i) fewer than fifty employees or (ii) an annual balance sheet total of less than £5 million;
4. a charity with an annual income of up to £6.5 million at the time you make a complaint to us;
5. a trust with net assets of up to £5 million at the time you make a complaint to us; or
6. a guarantor of a loan to your business.

and we have:

- not been able to resolve the complaint to your satisfaction

or

- not provided you with a final resolution after 8 weeks of receiving your original complaint

you can write to the Financial Ombudsman Service who may be able to consider your complaint. Their contact details are given below.

Useful numbers and addresses

Complaints

Please write to us:

Complaints Department, Asset Advantage Limited, Matrix House, Basing View, Basingstoke, RG21 4DZ
E-mail: complaints@assetadvantage.co.uk

Financial Ombudsman Service
Exchange Tower, London, E14 9SR
Telephone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk

Asset Advantage Limited, Registered in England No: 04202944. Registered Office: Matrix House, Basing View, Basingstoke, RG21 4DZ.

Coronavirus

Due to lock-down restrictions the majority of our staff are working remotely and so we may not be able to meet our deadline commitments in respect of response times. We will however do our best to respond as quickly as possible.