

Adviser Complaints Procedure

Our commitment to you

At Pure Retirement Limited each of our advisers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

Pure Retirement Limited Complaints Procedure

1. Please fill in the Broker Complaints Form and email through to info@pureretirement.co.uk
If you would like to discuss this first, please call through on 0113 3660599 Option 1.
2. We will acknowledge your complaint via email within 5 working days.
3. We will investigate your complaint and keep you informed of the progress of your complaint and the measures which are being taken for the complaints resolution.
4. We will send a final response to you within 4 weeks of your complaint.



Broker Complaints Form

Date:

Broker Name:

Broker Firm:

Broker Email:

Broker FCA:

App No:

Customer Name:

Customer Address:

Product:

Reasons for Complaint:

Date Received:

Person Handling:

Date Acknowledged:

Date responded:

Action Taken:

Outcome of the Complaint:

Customer Name:

Broker Accepted:

Any Further Action:

☐

Yes

☐

No

If Yes - What Action Taken:

Complaint Close Date:

☎ 0113 366 0599

✉ info@pureretirement.co.uk

🌐 pureretirement.co.uk

Company registered in England and Wales No. 7240896.

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Pure Retirement Limited is authorised and regulated by the
Financial Conduct Authority. FCA registered number 582621.


Pure
Retirement
Providing solutions for your future