

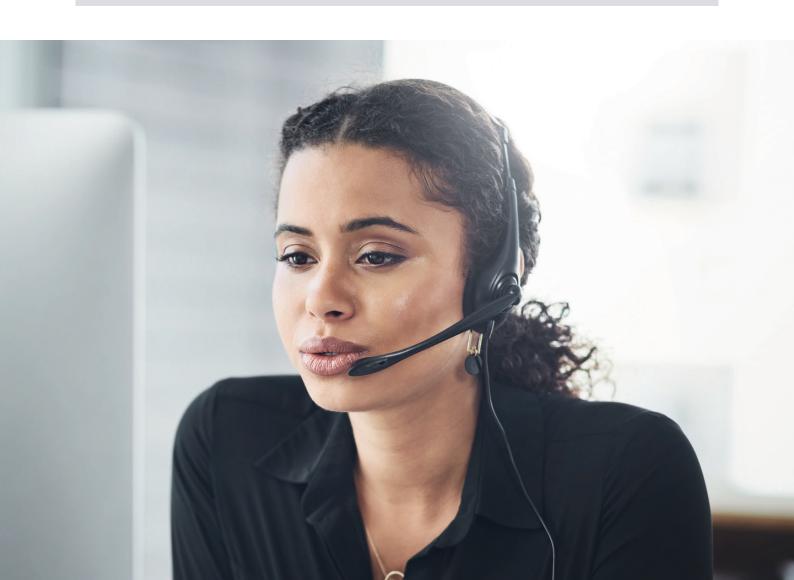
Adviser Complaints Procedure

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.



© 0113 366 0599

Complaint Close Date:

- **☆** info@pureretirement.co.uk
- pureretirement.co.uk

Company registered in England and Wales No. 7240896.

Pure Retirement Limited, 2200 Century Way, Thorpe Park, Leeds, LS15 8ZB.

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

