

Complaints Procedure

Our commitment to you

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

We are in receipt of your complaint, and we will deal with it promptly, effectively and in a positive manner.

Pure Retirement Limited Complaints Procedure

1. We will acknowledge your complaint within 5 working days of receipt of your complaint.

2. We will investigate your complaint and keep you informed of the progress of your complaint and the measures which are being taken for the complaint's resolution.

3. We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4. If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)

South Quay Plaza

183 Marsh Wall

London

E14 9SR

www.financial-ombudsman.org.uk

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

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

If you have any concerns or questions, call us on 0113 3660 599

www.pureretirement.co.uk

Company registered in England and Wales No. 7240896. Pure Retirement Limited is authorised and regulated by the Financial Conduct Authority. FCA registered number 582621. www.equityreleasecouncil.com Tel: 0300 012 0239

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

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