

## PFS Complaints Policy

We are 100% committed to delivering a first-class service to all our customers. Nevertheless, we do not always get things right.

So if you are unhappy with any aspect of our service, we would welcome your comments. This will help us put things right for you and improve our service in general.

We take every complaint and comment seriously and we are committed to addressing any issues that are leading to complaints.

To ensure complaints are dealt with swiftly and completely, we have established the following process:

### Making a complaint

In the first instance your complaint should be directed to our Customer Service team, as they are best placed to help you. They are trained on the full range of PFS and CII products and services and, in most instances, are able to resolve queries at the first time of asking.

We'll reply to all complaints received within 5 working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.

You can contact the customer service team by phone, email or post at the following:

**Tel:** +44 (0)20 8530 0852

**Email:** [complaints@thepfs.org](mailto:complaints@thepfs.org)

**Post:** PFS Customer Service Complaints  
42-48 High Road  
South Woodford  
London  
E18 2JP

### If you're not satisfied

If, after investigation of your complaint, you believe we have not handled it fairly or in an appropriate manner, then you can write directly to our Director of Customer Service.

This should include:

- Your name and address
- Your CII Permanent Identity Number (PIN), if appropriate
- Your preferred contact telephone number
- A suggestion of what you would like us to do to put things right
- Copy of previous communications you have had with us and, where known, the names of members of the team you have spoken to.

We will send you an acknowledgement and respond fully within 14 working days or, if this is not possible, provide an update on current progress and an expected resolution date.

### Feedback

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You'll be providing vital information to help us improve our procedures and processes.

Feedback can be submitted by email to [feedback@thepfs.org](mailto:feedback@thepfs.org)

We take every comment seriously – your comments will be passed to the relevant department for consideration.

**Please note:** Should your feedback constitute an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the PFS Complaints Policy.