

Customer Complaints Handling Process Forbes Marketplace (UK)

High Level Procedures

a) How to Raise a Complaint

Please click on the email link provided and in the email detail the following;

- Your contact email address
- Whether the complaint relates to a comparison journey or a specific article
- The relevant page or journey being complained about
- A description of the complaint
- What your outcome expectations are around this complaint.

By providing this information we will be better able to review the complaint to assess if we can manage this internally or if we need to direct it onto one of our 3rd party comparison service providers to deal with it themselves directly.

PLEASE BE AWARE: All the comparison journeys on the Forbes Advisor site are owned and run by 3rd party partners. Forbes has no influence on the journey, how it works, the questions asked or the results that are provided back to you. We will therefore forward all comparison journey complaints directly onto the relevant service provider for review and response directly to yourself.

By sending us the email complaint you are confirming that you are happy for this complaint and all this information to be forwarded.

b) So what Happens Next?

We will acknowledge your complaint promptly (generally within 3 working business days) via email, and will include written details of our complaints handling procedures. Where we are able to provide a final response immediately, the acknowledgement may be combined with the final response. You will be kept informed of the progress of the investigation.

Final or other response within 8 weeks

We will either send a final response (as described below) within 8 weeks or, at the end of that period, a response explaining that we are not in a position to make a final response, giving reasons for the delay and indicating when we expect to be able to provide a final response. This response will inform you whether you are entitled to refer the complaint to the Financial Ombudsman Service (the 'Ombudsman') if you are dissatisfied with the delay, and will attach a copy of the Ombudsman's explanatory leaflet.

Final response

This will either:

- uphold the complaint and, where appropriate, offer redress or
- reject the complaint and give reasons for doing so.

The final response will advise you whether you may refer the complaint to the Financial Ombudsman Service if you are not satisfied. It will include a link to access a copy of the Financial Ombudsman Service's explanatory leaflet.