

Complaints Procedure

How to complain about Tyler Morgan Claims Ltd.,

Tyler Morgan Claims Ltd provides a claims management service to the general public.

Our range of services include:

- (1) Initial Advice on your potential claim
- (2) Preparation and completion of all the necessary documentation
- (3) Submission of your claim to a qualified Litigation Solicitor where appropriate
- (4) Preparation of your claim and submission to the Financial Ombudsman Service where appropriate
- (5) Provision of an ongoing advice service by our administration team via a designated personal claims manager

Your Personal Relationship Manager is:

Mr David Woodward

Telephone No: 0190 4701761

As part of our company policy of Treating Customers Fairly and providing you with the best possible standards of service we accept that either through a misunderstanding or any unseen circumstances, you may feel let down by our standards of service.

This letter explains our complaints procedure and explains how to complain. We welcome your comments and would like to assure you we will do anything we can to resolve your concerns.

We sincerely hope you will never need to complain about our company or any of its appointed representatives or agents.

If however you have any concerns or complaints by following the guide to complaints we sincerely hope we will be able to answer your concerns and deal with your complaint to your satisfaction.

We hope that most problems can be resolved by informing your personal relationship manager of your concerns. If for any reason whatsoever you are dissatisfied with the outcome you may wish to make a formal complaint.

Treating Customers Fairly

Our Treating Customers Fairly policy means:

- (1) We take all complaints seriously
- (2) We will resolve complaints promptly

(3) We will strive to learn from complaints and amend our services to reflect any complaints where appropriate

How to make a complaint

If you have any reason to complain about the standards of service in dealing with your claim, after discussing your complaint with your personal claims manager you may wish to make a formal complaint.

You can do this by post, fax, email or by calling in person. If you write in it would help if you provide as much information as possible to assist us in dealing with your case promptly. Please include your contact details with a note indicating your preference on how we report back to you.

Our contact details are:

Tyler Morgan Claims Ltd., Phoenix House, 9 Pike Hills Mount, Copmanthorpe, York, YO23 3UU, Telephone number 01904 701761 Fax: 0845 8331519, Email david@tylermorgan.co.uk

What happens next?

We will formally acknowledge your complaint within 5 days of receipt of your complaint. If you have not received anything from us within 5 days please contact us.

Complaints Response

We will inform you in the acknowledgement of your complaint how long we anticipate it will take to fully investigate and respond to your complaint as a guide we would hope to be able to come back to you within 10 working days. If we need to obtain information from someone other than our own staff and agents, this may not always be possible.

If we can't meet the time scale indicated to you in our acknowledgement we will come back to you and advise you the reason for the delay and how long we anticipate it will take to resolve the matter.

Dealing with complaints

All complaints will initially be dealt with by the personal claims manager. The director of Tyler Morgan Claims Ltd., who is ultimately responsible for handling all complaints, is Mr David Woodward. If you remain dissatisfied you may ask the Regulatory Body to conduct an independent investigation into your complaint and the manner your complaint was dealt with by Tyler Morgan Claims Ltd.,

The Regulator address is:

Legal Ombudsman, PO Box 6804, Wolverhampton WV1 9WG