



How to complain to LV=

If you're not happy, we're not happy





We aim to give the very best service all of the time, but we know that sometimes things do go wrong. If you're unhappy about something, we want to know so we can put it right as quickly as possible.

Your feedback really does help us improve our future service.

This leaflet explains how we'll deal with your complaint if you're ever unhappy with the service we provide.



What if I'm unhappy with the service or financial advice LV= has given me?

You should first let us know that you're unhappy and want to make a complaint. You can do this by phone, email or letter.

Phone: **08000 234 417** Email: GIFeedback@lv.co.uk

Post:

LVGI

Customer Relations Unit

County Gates

Bournemouth

Dorset, BH1 2AT

The complaints section on our website LV.com has more information. Just click on 'contact us' and follow the links.

What will you do to put my problem right once I've told you about it?

A case officer will look into your complaint, keep you updated and let you know the outcome of their investigation.



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How long will you take to answer my complaint?

We'll resolve your complaint as soon as we can.

The Financial Ombudsman Service (FOS) allow us eight weeks to resolve a complaint before you can ask them to step in.

If we haven't responded to all your issues within eight weeks, we'll remind you that you can refer your case to the FOS.

What if I don't agree with your decision or resolution?

Please let us know. Your case officer will talk this over with you and explain the reasons for our decision.

If you're still unhappy with our final response, you can ask the FOS to look at your complaint.

What should I do if my complaint is about the independent advice I was given to take your policy?

You need to contact the adviser that gave you the advice.

How do I contact the FOS?

You can write to them at:

South Quay Plaza
183 Marsh Wall
London, E14 9SR



Or phone: **08000 234 567** or **0300 123 9123**

Or email: [**complaint.info@financial-ombudsman.org.uk**](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [**www.financial-ombudsman.org.uk**](http://www.financial-ombudsman.org.uk)

We'll remind you of how to contact them when we send you our final response or our eight-week update letter.

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Please contact us if you'd like this or other documents in Braille, large print or on audio.

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