

How to complain to LV=

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



LV=

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:

01202 292 333

Email:

feedback@LV.com

Post:

LV=

County Gates

Bournemouth

BH1 2NF

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?

We'll look into your complaint, keep you updated and let you know the outcome of our investigation.

How long will you take to answer my complaint?

We'll resolve your complaint as soon as we can. If there's likely to be a delay we'll let you know why. If we haven't responded to all your issues within eight weeks you can refer your case to the Financial Ombudsman Service (FOS). We'll remind you of this at the time.

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

Please let us know. We'll talk this over with you and explain the reasons for our decision.

If you're still unhappy 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:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Or phone:

08000 234 567 or 0300 123 9123

Or email:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

We'll remind you how and when you can contact them.



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

