

Complaints Policy

TRUPLAS LIMITED is committed to every customer and we believe that everyone has the right to a fair, swift and courteous service always.

Once we are in receipt of a complaint and we will deal with it promptly, effectively and in a positive manner.

Our Complaints Procedure

- 1) We will acknowledge the complaint promptly within 5 working days of receipt.
- 2) We will investigate the complaint and endeavour to send a final response within 4 weeks of receipt of the complaint. If we are unable to provide a final response within this time we will send an update.
- 3) We will endeavour to send a final response within 8 weeks of receipt of the complaint. If we are unable to provide a final response within this time frame, we will write explaining why and advise when a final response can be expected.
- 4) If more than 8 weeks from the date of the complaint has past and a final response hasn't been issued, or the customer is dissatisfied with the final response (or at any stage of the process) the customer can write to:

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

The complaint must be reported to the Financial Ombudsman within 6 months of the date on the final response.