

Abbey Sharedealing Complaints Procedure



Customer Satisfaction

We are serious about customer satisfaction – we are always pleased to have your comments.

We can help

At Abbey Sharedealing, we want to keep our customers happy; however, sometimes things go wrong. This leaflet tells you how to make a complaint. If you tell us about it, we will try our best to put it right. As well as learning from our complaints, we welcome any ideas or suggestions you may have to improve the level of service we provide.

How to make a complaint

If you are unhappy about something, please contact us straight away.

Contact Details

You can write to:

The Customer Services Manager
Abbey Sharedealing
Kingfisher House
Radford Way
Billericay
Essex
CM12 0GZ

You can phone us on **0800 389 2425** (7.45am to 9pm, Monday to Friday)

Email: sharedealing@santander.co.uk

When you contact us, please include your name and account details and a full explanation of the issue. If you are happy to discuss the situation on the telephone, please include a daytime contact telephone number.

Your complaint will be handled by a person with appropriate experience and competence.

Step 1

We will let you know promptly that we have received your complaint.

We will try our best to deal with your complaint within four weeks. If we need more time, we will keep you informed of our progress.

If you are unhappy with our initial response or you feel that you have not received a satisfactory letter outlining the progress of your complaint within four weeks then please see Step 2 for what to do next.

Step 2

Should you be unhappy with our response then you can request that your complaint be escalated to The Manager of our Second Stage Complaints Team.

Contact Details

You can write to:

The Customer Relations Team Manager
Abbey Sharedealing
Kingfisher House
Radford Way
Billericay
Essex
CM12 0GZ

You can phone us on **0800 389 2425** (7.45am to 9pm, Monday to Friday)

Email: sharedealing@santander.co.uk

We promise we will send you a full response within eight weeks of your original complaint, or write to tell you why we have not completed our investigations and when we will have done so.

We hope your issues are resolved quickly. However, if you are still dissatisfied or we have not been able to send you a final response within eight weeks, please see Step 3.

Step 3

Contact the Financial Ombudsman Service.

Please write to :

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: **0845 0801 800***

Or email:

complaint.info@financial-ombudsman.org.uk

Please note that only the following categories of persons are able to refer their complaint to the Financial Ombudsman Service and that some of our customers may be ineligible under the rules of this scheme:

- a consumer; or
- a micro enterprise (a person carrying on an economic activity who employs fewer than 10 persons and has a turnover or annual balance sheet of less than €2 million); or

-
- a charity whose annual income is less than £1 million at the time of their complaint; or
 - a trustee of a trust whose net asset value is less than £1 million at the time of their complaint.

Using your own Solicitor or third party complaint-handling firm

We hope it will not become necessary for you to use a solicitor or seek professional help, as we have tried to make our complaints handling procedure simple to follow.

However, if you do choose to seek their assistance, it will not affect how we review your complaint. Please keep in mind that:

- Abbey Sharedealing do not charge you to investigate your complaint
- Abbey Sharedealing will not be liable for any costs incurred if you choose to employ a third party to handle your complaint
- Abbey Sharedealing will usually only make payment directly to the account holder(s) if your complaint is upheld and compensation is due.

*The maximum cost of a call for BT customers, from a landline is 4 pence per minute (subject to a minimum charge of 5.5 pence per call). The cost of calls for non-BT customers or from mobiles will vary.

Santander is able to provide literature in alternative formats. The formats available are: large print, Braille and audio CD. If you would like to register to receive correspondence in an alternative format please give us a call and ask the adviser to fill in the 'SDST Customer Registration' form.

Abbey Stockbrokers Limited is authorised and regulated by the Financial Services Authority (FSA registration number 154210), is a member of the London Stock Exchange and is an HM Revenue & Customs approved PEP and ISA Manager. Registered Office: Kingfisher House, Radford Way, Billericay, Essex CM12 0GZ. Registered in England number 02666793. Abbey Stockbrokers Limited is a subsidiary of Santander UK plc.

Santander UK plc. Registered Office: 2 Triton Square, Regent's Place, London NW1 3AN, United Kingdom. Registered Number 2294747. Registered in England. www.santander.co.uk Telephone 0870 607 6000. Calls may be recorded or monitored. Authorised and regulated by the Financial Services Authority except in respect of its consumer credit products for which Santander UK plc is licensed and regulated by the Office of Fair Trading. FSA registration number 106054. Santander and the flame logo are registered trademarks.

LIFE0826 SP 11 T



This item can be recycled.