

We are committed to providing claims management services of the highest quality and we take any complaint about our service very seriously. If you feel that we haven't lived up to your expectations in any way, we would like to know so that we can promptly address your concerns. We are dedicated to reaching an equitable solution and a speedy redress to any material complaint. We shall address all complaints using our absolute discretion to determine the admissibility of the complaint and any action to be taken.

In accordance with Claims Management Regulation Complaint Handling Rules 2015, we have a written Complaints Procedure. These rules are made by the Regulator pursuant to Regulation 23(c) of The Compensation (Claims Management Services) Regulations 2006. An eligible complainant is a person using a service provided by Pentagon (UK) Limited, trading as MoneySave Solutions, that is regulated under the Compensation Act 2006.

To voice your concerns, please follow our 2 step procedure below.

Step 1 – Let Your usual point of contact know

Inform Us of Your concern and how You think it could be resolved by:

1. Calling Your Personal Case Manager on 01234 83 67 67 Monday to Friday 8.30am to 9pm; **OR**
2. Email complaints@moneysavesolutions.com quoting your client-id; **OR**
3. Writing to: Client Services Manager, 7 Franklin Court, Stannard Way, Priory Business Park, Bedford, MK44 3JZ quoting your client-id

We will do all we can to resolve your complaint by the end of the next business day from date of receipt of the complaint or expression of dissatisfaction. If we can't do this, we will write to you within two (2) working days of receipt of your complaint to tell you what we have done to resolve the problem, or acknowledge your complaint and let you know when you can expect a full response. We will also let you know the name and contact details of the person or team dealing with your case.

Step 2 – Legal Ombudsman Service

If we have not issued our "Final Response" within eight (8) weeks from the date you first raised your complaint, or if you remain dissatisfied with our response, you have the right to ask The Legal Ombudsman Service for an independent review. The ombudsman will only consider your complaint once you have tried to resolve it with us, so please take up your concerns with us initially and we will do all we can to help.

The Legal Ombudsman will provide a new avenue of redress for clients of claims management companies from 28 January 2015 and will assist the Claims Management Regulator in maintaining quality standards and practices across the market. The independent complaint resolution service provided by the Legal Ombudsman is free to consumers, with the costs incurred met by lawyers and authorised claims management companies.

The Legal Ombudsman can investigate complaints up to six (6) years from the date of the problem happening or within three (3) years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this must be done within six (6) months of our final response to your complaint. If you would like more information about the Legal Ombudsman their contact details are as follows:

Call **0300 555 0333** between 8.30am to 5.30pm or email cmc@legalombudsman.org.uk.

Calls are recorded and may be used for training and monitoring purposes. For minicom call **0300 555 1777**

Correspondence address: Legal Ombudsman, PO Box 6804, Wolverhampton WV1 9WG

Visit www.legalombudsman.org.uk/cmc for more information.