



## COMPLAINTS PROCEDURE

It is our intention to provide a high level of service at all times. However, if you have reason to make a complaint about our service we will handle your complaint promptly and fairly. If you have a complaint please contact the managing director at the following address:-

Security Bonds Limited  
PO Box 9348  
Bournemouth  
BH1 9HL

You may be entitled to refer the matter subsequently to the Financial Ombudsman Service. You can contact the Financial Ombudsman Service by telephone on 0800 023 4567 and further information is available at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). If you decide to refer the matter to the Financial Ombudsman Service your legal rights will not be affected.