

COMPLAINTS PROCEDURE

VFS Financial Services Limited

Our contact details

We do our best to provide you with the highest level of financial services. If, however, you have a complaint, please contact our Customer Services Team. You can contact us by:

- Phone: **+44 01926 401 203**
- E-mail: info@vfsc.com
- Letter: **Volvo Financial Services, Wedgnoek Lane, Warwick CV34 5YA, United Kingdom**

Details to provide

Should you wish to make a complaint, please provide us with the following details:

- Your name, address, telephone/fax number and email address.
- Your company name.
- Your Agreement number and/or vehicle registration/asset serial number.
- Full details of your complaint.

The procedure

We will acknowledge receipt of your complaint in writing promptly.

We will investigate your complaint as quickly as we can but in any event we will advise you of our findings by writing to you within 8 weeks.

In the meantime we will keep you informed of our progress and explain any delays.

Financial Ombudsman

If you are not satisfied with our final response, you may be able to refer your complaint to the Financial Ombudsman Service at Exchange Tower London E14 9SR.

Contact the Financial Ombudsman by:

- Phone: 0300 123 9 123 or 0800 023 4567
- Fax: 020 7964 1001

For more information, visit the Financial Ombudsman's website at <http://www.financial-ombudsman.org.uk/>

A leaflet explaining the Financial Ombudsman Service is available upon request.

Signed



Tabitha Carpenter
Director