

At Forthplus Pensions, we strive to provide first class service, so hopefully you will never need to use this procedure.

However, if you do feel you have a grievance and wish to make a complaint, please be assured that we will take your complaint very seriously and that we have strict procedures in place to deal with it, in a timely and professional manner.

We follow the Financial Conduct Authority's Complaints Procedure, as laid down in their regulations and endeavour to better their recommendations.

To make a complaint, please put it in writing, either by email to enquiries@forthplus.com, putting COMPLAINT in the subject line, or by post to:

The Compliance Manager
Forthplus Pensions Limited
83 Princes Street
Edinburgh
EH2 2ER

Your complaint will be reviewed by senior management and we aim to respond to you within 24 hours of receiving your complaint.

Hopefully, we can resolve your complaint swiftly and amicably but should this not be possible, we will enter your complaint into a formal procedure and outline this to you at the outset.

If, at the end of this procedure, which will take no longer than 8 weeks, we cannot come to a satisfactory resolution, then we will liaise with the Financial Ombudsman Service and will abide with their final outcome.

Their contact details are:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

website: www.financial-ombudsman.org.uk
email: complaint.info@financial-ombudsman.org.uk
phone: 0800 023 4567 or 0300 123 9123