

Complaints Steps

1

Contact Us

We strive to provide a first-class service to our customers. However, if you feel that we could do better or if you wish to make a complaint you can do it by either:

1. Filling out the complaints form by clicking [here](#).
2. Send an email to complaints@Ceverine.com.
3. Write to us at: Suite 606, 8 Shepherd Market London W1J 7JY.

2

Acknowledgement and Investigation

We will get in touch with you and acknowledge your complaint within three business days. We will then immediately start investigating the issue you have raised.

3

Outcome

We will do our best to provide you with a final response as soon as possible and, in any case, within 8 weeks at the latest. Our final response will explain the outcome and how we arrived at it. The response will include a copy of the Financial Ombudsman Service (FOS) explanatory leaflet.

If you remain dissatisfied with our final response you have the right to refer the complaint to the Financial Ombudsman Service (FOS) within 6 months of our final response. More information about the FOS can be found here: www.financial-ombudsman.org.uk and a copy of the FOS explanatory leaflet can be found [here](#).

Thank you for your feedback!

