

Listening to your comments

We're here to help

At Chesnara Life (UK) Ltd we are committed to providing you with a first-class service and effectively delivering the products and services you need. If for any reason you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We will then make the relevant enquiries and aim to put matters right as soon as we can. Where appropriate, we will also take steps to prevent the problem happening again. Your custom is important to us and your feedback allows us to improve the products and services we offer to you. Thank you for choosing Chesnara Life (UK) Ltd.

Raising your concerns with us

Step 1

The easiest way to resolve any concerns or suggestions is to contact your adviser. Please allow your adviser the first opportunity to answer your questions or put matters right.

Step 2

In the unlikely event that you are not entirely satisfied, or if you do not have an adviser to assist you, please contact:

**Chesnara Life (UK) Ltd,
PO Box 1053,
St Albans,
Herts, AL1 9QG.**

Phone: 0845 603 9164 Lines are open 9am to 5.30pm Monday to Friday (excluding public holidays). To help us continually improve our service and in the interests of security, we may monitor and/or record your communications with us.

Fax: 0845 603 9186

Email: servicing@bond.chesnaralife.co.uk

If we are unable to resolve matters straightaway, we will send you a letter of acknowledgement within five business days to confirm that we are investigating.

Step 3

Clearly, we always want to resolve any concerns you raise with us internally. However, where you are not satisfied with our final response, or if eight weeks have passed since you first raised the matter with us, you have the right to refer your case to the Financial Ombudsman Service.

**The Financial Ombudsman Service,
South Quay Plaza,
183 Marsh Wall,
London, E14 9SR.**

Phone: 0800 0234 567

Email: complaint.info@financial-ombudsman.org.uk

Further details are available on their website:

www.financial-ombudsman.org.uk

Complaining to the Ombudsman will not affect your legal rights.

Feedback

We welcome all feedback on our products and services. You can email your comments to us at: servicing@bond.chesnaralife.co.uk

Chesnara Life (UK) Ltd (formerly HSBC Life (UK) Limited) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our Financial Services Register number is 133435 and our registered office is at 2nd Floor, 33-34 Winckley Square, Preston, Lancashire, PR1 3JJ, United Kingdom. Registered in England number 88695.