



Tigerapex Limited prides itself on providing excellent customer care. However, we accept that there are times when we get it wrong and that you need to bring these instances to our attention in writing so that we can resolve your complaint. We keep all correspondence concerning any issues or complaints for at least the minimum time recommended by the FSA or any other regulatory office that may have any bearing on the process. Complaints that you may have about Tigerapex Limited are likely to fall into 3 different categories and we would be grateful if you would follow the appropriate route for your complaint as outlined below:-

### **1) Complaints concerning sales or after sales**

- a. In the first instance telephone either director at Tigerapex Limited;
- b. If they are unable to resolve your complaint, please put your complaint in writing marked for the attention of the directors, Tigerapex Limited; please send via guaranteed delivery methods.
- c. The directors will respond to your complaint within no more than 14 working days; if we require further time we will ensure you are kept up to date at least every 14 working days.
- d. If you find the directors response to be unsatisfactory, or we do not respond within the given timescales, please send a copy of your original complaint, together with any response you have received from the directors, to:-

Customer Care, Tigerapex Limited, Unit 5, Garston Way, Great Barr, Birmingham, B43 5JT;

- e. Customer Care will respond within no more than 14 working days;
- f. We are confident that the above process will resolve your complaint to your satisfaction, but if you do not feel this is the case having exhausted the process, you are of course at liberty to take external advice. Any correspondence from external agencies should be addressed to Customer Care at the above address.

### **2) Complaints concerning consumer credit**

Please follow steps a - e above. However, if you do not feel that having followed these steps your complaint has been satisfactorily resolved you have the right to refer your complaint to the Financial Ombudsman.

Details about how to contact the Financial Ombudsman can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by telephoning 0845 080 1800.



### **3) Complaints concerning general insurance sales**

Complaints concerning general insurance sales can take a little longer to investigate and resolve than other complaints as they involve third party insurers.

- a. Please put your complaint in writing by letter to a director of Tigerapex Limited who will forward your details to Lackenby Finance as they act on Tigerapex Limited behalf concerning insurance sales. They are separately registered with the FSA and a separate company;
- b. The Director will acknowledge your complaint in writing within 14 working days;
- c. The Director will write to you with their findings within a further 14 working days; unless we have no response from Lackenby Finance. We will then pass you details directly of the complaint procedure from Lackenby Finance within 14 working days.
- d. If you find the Directors response to be unsatisfactory, or they do not respond within the given timescales, please send a copy of your original complaint, together with any response you have received from the Director, to the address above, marked for the attention of the customer services.
- e. Customer services will respond within no more than 21 working days;
- f. If you do not feel that having followed these steps your complaint has been satisfactorily resolved you have the right to refer your complaint to the Financial Ombudsman (see above for contact details).