



Customer Complaints

Policy and Procedure



Alphabet is committed to providing products and services of the highest standard. If for any reason you feel we have not lived up to your expectations or you are not entirely satisfied with any aspect of our service we would like to hear from you.

How to contact us

You can contact our Customer Experience Team in the following ways:

Write to:

Alphabet (GB) Limited
Alphabet House
Summit Avenue
Farnborough
Hampshire
GU14 0FB

Telephone: 0370 0120 342

Email: customerexperience@alphabet.co.uk

What we will do

We will do our best to resolve your complaint quickly and where possible within 3 business days, we will confirm the resolution to you in writing.

If your complaint is more complex and we are unable to resolve it immediately, we will:

- Provide a written acknowledgment of your complaint, setting out our understanding of your complaint within five working days;

- Provide you with the unique reference number allocated to your complaint;
- Give you the name of the person investigating your complaint and how to contact them;
- If your complaint is still outstanding after four weeks, we will write to you and let you know when we will be in a position to issue our response;
 - (1) We will keep you informed of the progress of our investigation until your complaint is resolved;
 - (2) Within eight weeks of the date of your complaint we will issue you with a final response to your complaint detailing our conclusion and resolution.
- We will aim to provide you with a final response to your complaint within eight weeks of receipt. If you are not satisfied with our final response, or eight weeks have passed since your first raised your complaint with us, you may have the right to escalate your complaint to the Financial Ombudsman Service, free of charge.

What you will need to provide

To help us investigate and try to resolve your concern, please provide us with the following information:

- Your name and address
- Your agreement number, vehicle registration number or policy number as appropriate, if you have one
- Details of how we can contact you
- A clear description of your concern or complaint
- Details of what you would like us to do to rectify the situation
- If appropriate, copies of any relevant supporting documentation.

If we are unable to provide a resolution to your satisfaction

If we are unable to issue our final response within eight weeks from the date of your complaint we will explain why we are not in a position to do so. We will provide you with the contact details for the Financial Ombudsman Service, should you wish to refer your complaint to them.

If we have provided you with our final response and you are dissatisfied with this, you may be entitled to refer your complaint to the Financial Ombudsman Service. Please note that you must refer your complaint to them within six months of the date of our final response.

The Financial Ombudsman Service can consider complaints from customers who have an agreement Regulated by the Consumer Credit Act.

In most circumstances, you must have given us an opportunity to respond to your complaint before the ombudsman will review your complaint.

The Financial Ombudsman Service can be contacted by writing to them at Financial Ombudsman Service, Exchange Tower, London, E14 9SR or you can visit their website at: www.financial-ombudsman.org.uk Alternatively, you can telephone them on 0300 123 9 123.

If you are not eligible for your complaint to be referred to the Financial Ombudsman Service, you can contact the following trade bodies, who we are members of, and request that your complaint is considered under their conciliation scheme.

British Vehicle Rental and Leasing Association (BVRLA)

<http://www.bvrla.co.uk/>

01494 434747

For business customers only:

Finance Leasing Association (FLA)

<http://www.flas.org.uk/>

020 7836 6511



If you would like a copy of this in large type font then please contact us.

Alphabet (GB) Limited, Alphabet House, Summit Avenue, Farnborough, Hampshire, GU14 0FB. Tel: 0370 50 50 100.

Registered office address: Alphabet (GB) Limited, Alphabet House, Summit Avenue, Farnborough, Hampshire GU14 0FB.
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Disclaimer: The information provided in this guide is for general information purposes only and is correct to the best of our knowledge at the time of publication (November 2021). Neither Alphabet nor the author can be held responsible for any actions or consequences arising from acting or refraining from taking any action, as a result of reading this.

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