

Complaints Procedure

We believe you deserve to be treated in a courteous, fair and prompt manner and our aim is to provide an excellent service to all our members.

If you have a complaint, feel you have been treated unfairly or are not satisfied with any aspect of the Society, its products or services please contact us. Complaints are taken very seriously and are closely monitored by the Board of Management. The Board of Management has appointed the Society's Compliance Officer as the person responsible for Complaints. The Board has also appointed Mr S Barker as Member Relations Director.

The Transport Friendly Society Limited can be contacted as follows:

In writing: Transport Friendly Society Limited
3rd Floor Derbyshire House
St Chad's Street
London WC1H 8AG

Telephone: 020 7833 2616

Email: info@tfs.uk.com

The Society has established the following procedure to investigate all complaints fully and fairly.

Step 1: Within 3 business days of receiving your complaint

Upon receiving your complaint we will endeavour to resolve it to your satisfaction within 3 business days of receiving it. If we are able to do this you will receive a Summary Resolution Communication which will summarise the details of your complaint and how it was resolved.

Step 2: If your complaint cannot be resolved within 3 business days

If your complaint requires a more detailed investigation and we cannot resolve it within 3 business days, we will write to you within 5 business days to let you know that it has been received and that we are dealing with it. We will then keep you informed about what we are doing and what progress we are making and provide one of the following within 8 weeks:

- A final response letter explaining the outcome of our investigation, the reasons for it and the next steps; or
- A holding letter informing you of when we anticipate we will conclude our investigation.

If, after having received our response, you are still unhappy you can refer your complaint to the Member Relations Director in order that he can consider your comments or any further points you wish to raise.

Step 3: Referring to the Financial Ombudsman Service

After receiving our final response or if we have been unable to complete our investigation within 8 weeks, you may refer your complaint (within 6 months of the date of our final response) to the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted as follows:

In writing: Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

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

Online: www.financial-ombudsman.org.uk

The Financial Ombudsman Service may not be able to consider a complaint if you have not provided us with the opportunity to resolve it first. Following this complaint procedure does not affect your rights to take legal action.

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WC1H 8AG
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F: 020 7833 4426
E: info@tfs.uk.com

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