

## **COMPLAINTS HANDLING POLICY AND PROCEDURES**

This document sets out the Fast Invest Ltd (further in the text - the Company, we) policy and procedures for dealing with customer complaints.

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the customer that has made the complaint.

We are committed to providing quality services for our customers and continuously seeking ways in which we can improve the level of our business services that our assignees, customers (further in the text – customers) receive.

It is very important for us to ensure that our customers are happy with our services.

We value our customers. Therefore, it is imperative that we deal appropriately, fairly and professionally with customers who may have raised issues relating to our services or our business, whether their complaint is justified or not.

Adopting a pro-active and positive approach to complaints handling will increase customer confidence in our services. Contributing to this objective is the way we handle complaints.

We also conduct reviews of complaints received and the outcomes of those complaints. Investigating complaints can provide useful insight into the suitability and appropriateness of our internal operating policies and procedures, ensuring they are in line with our customers' expectations.

## **CUSTOMER FACING COMPLAINTS POLICY AND PROCEDURES PUBLISHED UPON OUR WEBSITE**

If you are not satisfied with any aspect of our service, we would like you to tell us your concerns to enable us to address them.

You can contact us by e-mail: [info@fastinvest.com](mailto:info@fastinvest.com), post: Kao Hockham Building, Edinburgh Way, Harlow, Essex, CM202NQ , United Kingdom, or by telephone: +44 203 807 4411.

Upon receipt of your complaint we will do our best to resolve your complaint in the shortest possible period.

We will send you an acknowledgement of receipt of your complaint and let you know who is dealing with it.

We will write to you (or call you if you prefer) within two weeks to let you know what action we plan to take, and give you an estimate of the date by which we expect our investigation to be complete.

We will write to you again, no later than four weeks after receiving your complaint, to let you know the outcome of our investigations, or, if our investigation is not yet complete, when we expect to complete it. If for some reason we have been unable to reach a resolution at this stage and further investigations are required, we will write to you at this stage informing you of the reasons for the delay.

We will issue a final response letter within eight weeks of receiving your complaint.

If you are dissatisfied with our final response, you have a number of options available to you.

You can ask us for a review and the way we have handled it. The contact details are below.

You can ask the authorized ombudsman service to review your complaint. You should contact the Financial Ombudsman Service within 6 months of receiving our final response letter. Even if you have asked for your complaint to be reviewed (by us) you can still contact the Financial Ombudsman Service.