

MUTHOOT FINANCE UK LTD

Complaints Handling Policy

Version 5.02 (February 2024)

Complaints Handling Policy

Help us to put things right

We, Muthoot Finance UK Ltd, are committed to delivering an efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a member of the public. We are always keen to hear the views of our customers, particularly the general public, about our performance generally – what we do right and what we do wrong.

We recognise that, like all organisations, from time to time things can go wrong and we do not provide the Standards of Service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes. That way, we can get it right next time.

Types of complaint handled

Handling complaints quickly, fairly and helpfully is a key part of our approach to service delivery. Examples of complaints about a service provided by an officer of Muthoot Finance UK Ltd. might include:

- Dissatisfaction about the service
- Dissatisfaction with the way in which we respond to an enquiry, or the time that we took to respond;
- A perceived injustice because of alleged maladministration on our part;
- A denial of a request for information made under the Freedom of Information Act and General Data Protection Regulation (GDPR);
- Dissatisfaction with the response to a request for our services to be provided in a different format.

Sometimes things go wrong and Muthoot Finance UK Ltd. does not provide the quality of service expected. When this happens we will endeavour to:

- Ensure that making a complaint is as easy as possible;
- Treat a complaint seriously whether it is made in writing by letter, via fax, email Or by telephone, in case of less complex ones;
- Deal with it promptly, politely and where appropriate, informally (for example, by telephone);
- Include in our response an apology where we have got things wrong, an explanation of the position, or information on any actions taken; and
- Learn from complaints; use them to improve our service.

How to make a complaint

You can make a complaint in writing by letter, telephone, email or in person:

By letter to: The Compliance Manager,
Muthoot Finance UK Ltd.
5B King Street, Southall, Middlesex UB2 4DF

By telephone on: 02031301752

By email at: grievances@muthootgroup.co.uk

By visit to: Any of our branch locations.

We do not make a charge for handling a complaint.

If you are emailing, please let us know if a reply by email is acceptable and, if not, please provide a telephone number or full postal address.

Complaints should normally be directed to the member of staff with whom you have been dealing. This will give them the opportunity to explain what actions have been taken and to try to sort things out with you. If you would prefer, you can ask the member of staff for the name of their line manager and direct your complaint to them.

What happens next?

We will use our best endeavours to:

- Treat complaints thoroughly, fairly and politely, and investigate them sensitively; and
- Respond promptly.

If the complaint can be resolved within three business days we will give you a summary resolution communication. Else we will give you a written acknowledgment of your complaint within 5 working days from the date of receipt. If it is not possible to give you a full reply within this time – for instance because detailed investigation is required – we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect the full reply and from whom.

Our first response to your complaint should resolve your problem; however, if you are unhappy with our reply, or need further help, you can write to Compliance Officer Muthoot Finance UK Ltd., 5B King Street, Southall UB2 4DF who will consider the issues afresh, and try to resolve them.

If, even after this stage, you remain dissatisfied with the response you may wish to contact the Financial Ombudsman Service (FOS) for further advice and guidance. This will not affect your legal rights.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Complaints Handling Procedures

Muthoot Finance UK Ltd. is pleased to operate in accordance with the Financial Conduct Authority (FCA) and the Financial Ombudsman Service (FOS) complaint management procedures.

We recognise that we have an obligation to Customers who are dissatisfied with our service to resolve any complaint, other than payment services, within 8 weeks from the point of notification. If this is not possible for any reason then we will state our reasons for not being able to do so and propose an alternate completion date to the Customer. If we are unable to resolve the complaint within this timescale, or to the Customers satisfaction, or the Customer does not accept a deferred date, then such complaints may be eligible for consideration by the FCA or the FOS.

To assist the Customer, we would highlight our complaints procedure.

Acknowledgement

Upon receipt of a complaint, we will try our best to issue a summary resolution communication by resolving the complaint within three business days from receipt of the Complaint. In case we couldn't issue a summary resolution we will provide you a written acknowledgement of your complaint within 5 business days of receiving the complaint (business days are Mon-Fri excluding bank holidays). The letter will contain details of our Complaints Procedure and of your right to refer the complaint to the Financial Ombudsman if you are dissatisfied with our assessment and ruling. It will also state who within Our Company is dealing with the complaint and how to make contact with them (this will normally be the Complaints Officer).

Summary resolution communication

If we are able to resolve the complaint within three business days of receiving it, we will send the complainant a summary resolution communication. A summary resolution communication is a response to your complaint containing a summary of the complaint, whether the complaint has now been resolved or not, whether or not we are happy to waive the relevant time limits to refer your complaint to the Financial Ombudsman Service and provides the financial ombudsman's website address and explain that more information is available on their website.

Final written response

If we are unable to resolve the complaint within three business days of receiving it, we will send the complainant a final written response. Our final written response contains the following information on:

- a summary of the complaint
- acknowledging any mistakes, if made by Muthoot Finance UK Ltd
- whether we accept the complaint and want to offer redress to settle the complaint, with a clear explanation of how we arrived on that decision.
- reasons for rejecting the complaint, if we do not accept the complaint
- the right of the customer to complain to the ombudsman service within six months of the final response
- whether or not we are happy to waive the relevant time limits to refer your complaint to the Financial Ombudsman Service
- FOS contact details, a link to their website and a copy of FOS leaflet

Statutory time limits for our responses

We have 15 days to resolve the complaint about payment services. In exceptional circumstances, we have up to 35 days, but we will respond to your complaint within 15 days to tell you when the complainant will get a full reply.

We have up to eight weeks to resolve all other complaints from the date it is received.

Statutory time limits for you

The complaint handling rules set time limits for customers who want to bring a complaint to FOS.

These time limits are:

- six months from our business sending a final response or summary resolution communication to you
- six years from the event being complained about (or, if later, three years from when our customer know - or ought reasonably to have known, they had cause to complain)

After these time limits have passed, FOS will need our consent to look into a complaint.

In our final response letter or summary resolution communication, we will refer to these time limits and say whether we will (or won't) consent to the ombudsman looking at the complaint if you complain late.

Financial Ombudsman Service (FOS)

The FOS is an independent and government-backed service designed to help retail consumers and small commercial businesses (annual turnover of less than £1 million) who find themselves in a dispute with a financial organisation such as us.

If a complaint is not resolved, you may refer the complaint to FOS. It is a free service and it can be contacted at any point in a dispute providing the complainant has first contacted the financial organisation with whom the dispute relates to.

The FOS can consider complaints about a wide range of financial matters – from insurance and mortgages to savings and investments. They are not a regulator or trade body or a consumer champion – their role is to take an objective standpoint and help settle disputes.

Consumers do not have to accept any decision made by the Financial Ombudsman and at all times the consumer has the right to seek redress in a court should they so wish. However if the complainant accepts the Ombudsman decision then it is binding both the firm and the complainant.

To contact the FOS, consumers should write or telephone or email their situation to:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone No.: **0800 023 4567, 0300 123 9123**

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

More information on the FOS can be obtained by visiting www.financial-ombudsman.org.uk or by downloading the booklet entitled “Your complaint and the ombudsman” from this website.

We are members of the National Pawnbrokers Association (NPA) and customers can contact them for guidance on pawn broking matters (at sonia.sahota@thenpa.com or 07735886930), but please note that their role is not to resolve disputes.