

Our Commitment to you

At 123V PLC every customer is important to us, and we believe you have the right to a fair, swift, and courteous service at all times. We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

123v PLC Finance Complaints Procedure

1) We will acknowledge your complaint promptly in writing within 5 working days of receipt. We will confirm 123V PLC's policy of swift remedial works & advise a contact name & number of the staff member responsible for resolving your complaint.

2) We will fully investigate your complaint and endeavour to communicate with you during every stage of any remedial works. We will send a final written response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time, we will send you a written update. At this point your complaint will be passed to Senior Management for further input.

3) We will endeavour to send a final written response to you within 8 weeks of receipt of your complaint. We will accept the complaint where appropriate and offer redress or remedial action. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response. We will enclose a copy of the Financial Ombudsman Service's leaflet.

4) If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

Further details can be found www.fca.org.uk

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.

Edgcott House
Lawn Hill, Edgcott
Aylesbury
Bucks
HP18 0QW
England
Tel: 01296 770 800

Canopy House
Heath Way
Colton
Rugeley
WS15 3LA
England
Tel: 0800 783 3838

Canopy House
Ramsay Street
Coalsnaughton
Clacks
FK13 6LH
Scotland
Tel: 01259 753 800

Email: mail@123v.com
www.123v.com

Registered: BS EN ISO 9001:2015 Cert. No. GB1708
Registered: BS EN ISO 14001:2015 Cert. No. EN1047
Registered: BS ISO 45001:2018 Cert. No. GB1024
Copyright All rights reserved Copyright 123v PLC (SC178923)
123V PLC is protected by our Intellectual Property rights including European Patent Granted: EP2141295
123VPLC is Authorised and Regulated by The Financial Conduct Authority FRN798999.
We are a Credit Broker not a Lender.
We offer Credit from a Panel of Lenders.