

HALIFAX SHARE DEALING COMPLAINTS PROCEDURE

We're here to help

We're committed to giving our customers a high standard of service, but we also know that occasionally we don't get it right.

We welcome any comments you may have and your feedback will help us to improve our products and services and make life easier for everyone.

If you feel you have cause for complaint please contact us in one of the following ways and we'll do our best to put things right.

Call our Customer Service Team on **08457 22 55 25**.

Click on our website and either:

- Chat directly to one of our team via our live chat facility: Go to **www.halifaxsharedealing.co.uk/** **online**, sign in and then select the Web Chat link at the bottom of the Welcome page, or

- Email us by clicking on 'Contact us' at the bottom of the Welcome page and scroll down to 'Our contact details'.

Write to us at the following address:

Customer Relations
Halifax Share Dealing Limited
Lovell Park Road
Leeds LS1 1NS

Help us to help you

What you'll need to help us investigate and resolve the complaint as quickly as possible:

- Your name and address
- Your account code (starting with D). For security purposes, please exclude this when contacting us via e-mail
- A clear description of your concerns or complaint
- Details of what you'd like us to do to put things right

- Copies or details of any relevant documents such as letters – these must be sent through the post as our email system cannot accept attachments
- A daytime telephone number and the best time for us to call you
- An up to date email address.

We aim to resolve your concerns quickly and in most cases you will have a reply within two working days. However, it can sometimes take longer to investigate your concerns. If this is the case, we'll certainly contact you within five working days to let you know who is dealing with your issue.

Where we can we'll call you to discuss your concerns and let you know what the next steps will be.

We'll keep you up to date with the progress of the investigation and if you have any questions you can contact your case handler directly.

If you're still unhappy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you've tried to resolve the matter directly with us first. We hope you don't need to contact the Financial Ombudsman Service but if you do we'll tell you how to do this.

Special requirements

We're committed to meeting the needs of all our customers.

If you have a hearing or speech impairment and have access to our online service we have a facility called 'Web Chat' where you can chat real-time to one of our team using your PC. To access Web Chat go to **www.halifaxsharedealing.co.uk/online**, sign in and then select the Web Chat link at the bottom of the Welcome page. If you do not have a PC you can use Tynetalk whenever you contact us, our Textphone number is **0845 604 2543**.

For the visually impaired, we can provide documents in large print, Braille or in audio format. Please contact us on **08457 22 55 25** for further information.

