

How to complain.

Share Dealing

Our promise

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 will do our very best to resolve your concerns immediately. But, where we can't sort things out to your satisfaction straightaway, we'll make sure you have the name and contact details of the person or team dealing with your complaint.

How to tell us about a problem

Lloyds Banking Group is made up of a mix of companies, set up on different legal entities. We'll let you know which you have a relationship with, when you take out a product or service with us. You can find out more about us at [lloydsbankinggroup.com](https://www.lloydsbankinggroup.com)



Call our Customer Service Team on **0345 722 5525**



Use our website to chat directly to one of our team via our live chat facility once you're signed into your account at [halifaxsharedealing.co.uk/online](https://www.halifaxsharedealing.co.uk/online)



Complete a Complaint Form in the Contact Us section on our website



Write to us at the following address: Customer Relations,
Halifax Share Dealing Limited, Lovell Park Road, Leeds LS1 1NS



We take complaints seriously

We take all complaints seriously. Many issues can be dealt with immediately, but some do take a little time to investigate thoroughly. If this happens, we will get a specialist from our Customer Relations team to resolve the issue. The Financial Conduct Authority (FCA) gives us eight weeks to resolve complaints – we will aim to get your complaint resolved well before this deadline.

If we can't find a solution together

If you're still not happy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service but if you do, they can be contacted at:

Financial Ombudsman Service

Exchange Tower, London E14 9SR

Tel: **0800 023 4567** or **0300 1239 123**

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

For more information, visit **www.financial-ombudsman.org.uk**

Please bear in mind that the Financial Ombudsman will only help if you've already referred a complaint to us and you're still not happy.

You may also be able to take civil action should you remain unhappy following a final decision on your complaint.

Do you need extra help?

We want to help our customers in any way we can.

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. To access Web Chat go to **halifaxsharedealing.co.uk/online** and sign in. If you do not have access to the Internet you can use Text Relay (formerly Typetalk) whenever you contact us, our Textphone number is **0345 604 2543**. Lines are open 8am-6pm Monday to Friday.

For the visually impaired, we can provide documents in large print, Braille or in audio format. Please contact us on **0345 722 5525** for further information.



Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service. Halifax Share Dealing Limited. Registered in England and Wales No. 3195646. Registered Office: Trinity Road, Halifax, West Yorkshire HX1 2RG. Authorised and regulated by the Financial Conduct Authority under Registration number 183332. A Member of the London Stock Exchange and an HM Revenue & Customs Approved ISA Manager.

All the information in this leaflet was correct as at June 2020.