

COMPLAINTS POLICY

The Overcharge Experts Ltd demand that you have a fantastic customer experience that allows you to have a piece of mind. We keep it simple based on knowledge, understanding and experience. If not please let us know.

- You also have 14 days to change your mind with a full money back guarantee
- Payments are covered by the credit and debit card guarantee schemes
- All bank transfers are covered by the bank who transferred the funds

Complaints process:

1. We receive your complaint.
2. We contact you to confirm the receipt within 24-hours.
3. We evaluate feedback and concerns personally; based on your experience, call recordings and company procedure.
4. We will respond within 8 weeks with our decision.

Next steps:

- If you are not happy with the outcome please contact us within seven days
- Furthermore, if you are still not happy, within eight weeks, you then may refer your complaint to the FOS (Financial Ombudsman Service)

The financial Ombudsman Service, Exchange Tower, London, E14 9SR

- complaint.info@financial-ombudsman.org.uk
- www.financial-ombudsman.org.uk
- 0800 023 4567

We would rather this process was never used. We do however, also accept that we are not perfect. For this reason we will accept your complaints with appreciation and hope that we can improve where possible the customer experience. Furthermore, the amount of people we can help through our service.