



Customer Complaints Handling Procedure

At CHL Mortgages for Intermediaries Limited we strive to provide you with the highest standards of service. In the regrettable event that our service falls short of your expectations and you wish to make a complaint, these are the steps we will take:

- 1.** Your complaint may be made over the phone, in writing, or by e-mail to the department concerned. Alternatively, your complaint can be addressed to our Complaints Handling Officer or by email to complaints@chlmortgages.co.uk in order for us to give the matter our full consideration.
- 2.** Please detail all the points that you wish to be considered and if possible, an indication of what you believe to be the appropriate solution.
- 3.** Customer Relations will send an Acknowledgement Letter within five working days from receipt of your complaint.
- 4.** A Final Response addressing all the issues raised will be forwarded to you within four weeks. In the unlikely event that our investigations will take more than eight weeks from when you first contacted us, we will write to inform you of the progress made and expected date of the Company's Final Response.

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