

Complaints Process to be added to website under a separate tab

Complaints

If you have a complaint about our services, please contact Finset Limited using the details below. Their complaints policy can be found [here](#):

Joanne Mowatt-Morris

Compliance Manager

Finset Limited, Burgundy Court, 64-66 Springfield Road, Chelmsford, Essex CM2 6JY

Email: resolutions@finset.co.uk

01245 967999

If they cannot resolve your complaint, you may be entitled to refer it to the Financial Ombudsman Service:

- Website: www.financial-ombudsman.org.uk
- Phone: 0800 023 4567

Confidentiality and Data Protection

We take your privacy seriously. All data is handled in accordance with current data protection laws. Please refer to our Privacy Policy for more information. Finset Limited's Privacy Policy can be found [here](#) which will fully detail how they use your data, the parties they share your data with, your rights and more. We are registered with the Information Commissioners Office ('ICO'), our number is ZC116031.

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