



**Our
commitment
to quality**

www.motonovofinance.com

At MotoNovo Finance we aim to provide quality products and excellent customer service. We intend to give you all the information you need to make informed decisions that work for you. If you need us, we're also on hand to help you resolve any issues you might face.

Your views on our service are important to us, so if you are dissatisfied with anything, your complaint will be taken seriously and we will investigate and resolve it as quickly as possible. If we've fallen short of your expectations and you need to make a complaint, you should get in touch to let us know.

How to reach us

Phone	0333 200 0030
Email	VQT@motonovofinance.com for complaints relating to vehicle quality ppi@motonovofinance.com for complaints about insurance customercare@motonovofinance.com for any other complaints
Post	MotoNovo Finance Two Central Square Cardiff Wales CF10 1FS

Or visit customer.motonovofinance.com and follow the 'Help & Support' tab to view our handy Q&A section on how to make a complaint.

What happens next?

Once we have received your complaint, it's important we fully understand and investigate the cause of your concern, so we may call you to find out some more details. A dedicated complaint handler will be allocated to be your point of contact and they'll keep you updated on the progress of our investigation.

- If we can resolve the matter to your satisfaction within three working days of receiving your complaint, we will send you a summary resolution letter.
- If we don't manage to resolve the issue within five working days, we will send you a written acknowledgement letter to reassure you that we have received your complaint and we are still investigating it.
- If we have fully investigated your complaint within four weeks of when the issue was raised, we will provide you with a final response letter, which will provide details of the investigation findings and the final outcome.
- If our investigation is still ongoing within four weeks of receipt of your complaint, we will write to you to explain why the issue is yet to be resolved and when we expect to make further contact.
- We aim to resolve all complaints within a maximum of eight weeks. If, after eight weeks we have still not provided you with a response, then we will write to explain the reasons for the delay and to advise when we expect to provide you with a final response. If you want to refer your complaint to an Ombudsman service, we will explain the process and provide you with the necessary details.

What happens if you are not happy with the resolution to your complaint?

If you are still dissatisfied following the complaints procedure, we will provide you with a final response letter providing details of how you may escalate your complaint. This may include referring your complaint to the Financial Ombudsman Service (FOS), a free and independent review service. You'll need to refer your complaint within 6 months of our final response letter, and the FOS will ask to see the letter as a summary of our investigation into your complaint. If you would like to contact the Financial Ombudsman Service, your options are as follows:

Post

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone

Free phone:
0800 023 4567

Low-cost phone:
0300 123 9123

Email/web

Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Contact us

MotoNovo Finance Ltd

Two Central Square

Cardiff

Wales

CF10 1FS

www.motonovofinance.com

T: 0333 200 0030*



*Calls will cost no more than a UK national rate call to 01 or 02 telephone numbers. Calls may be recorded and monitored for training and quality purposes. IMPORTANT: You should not borrow more money than you can afford to repay as this can cause you financial difficulties. Finance is provided by MotoNovo Finance Limited, Two Central Square, Cardiff, Wales, United Kingdom, CF10 1FS and registered in Wales under number 11556144. Authorised and regulated by the Financial Conduct Authority. MNF00000401