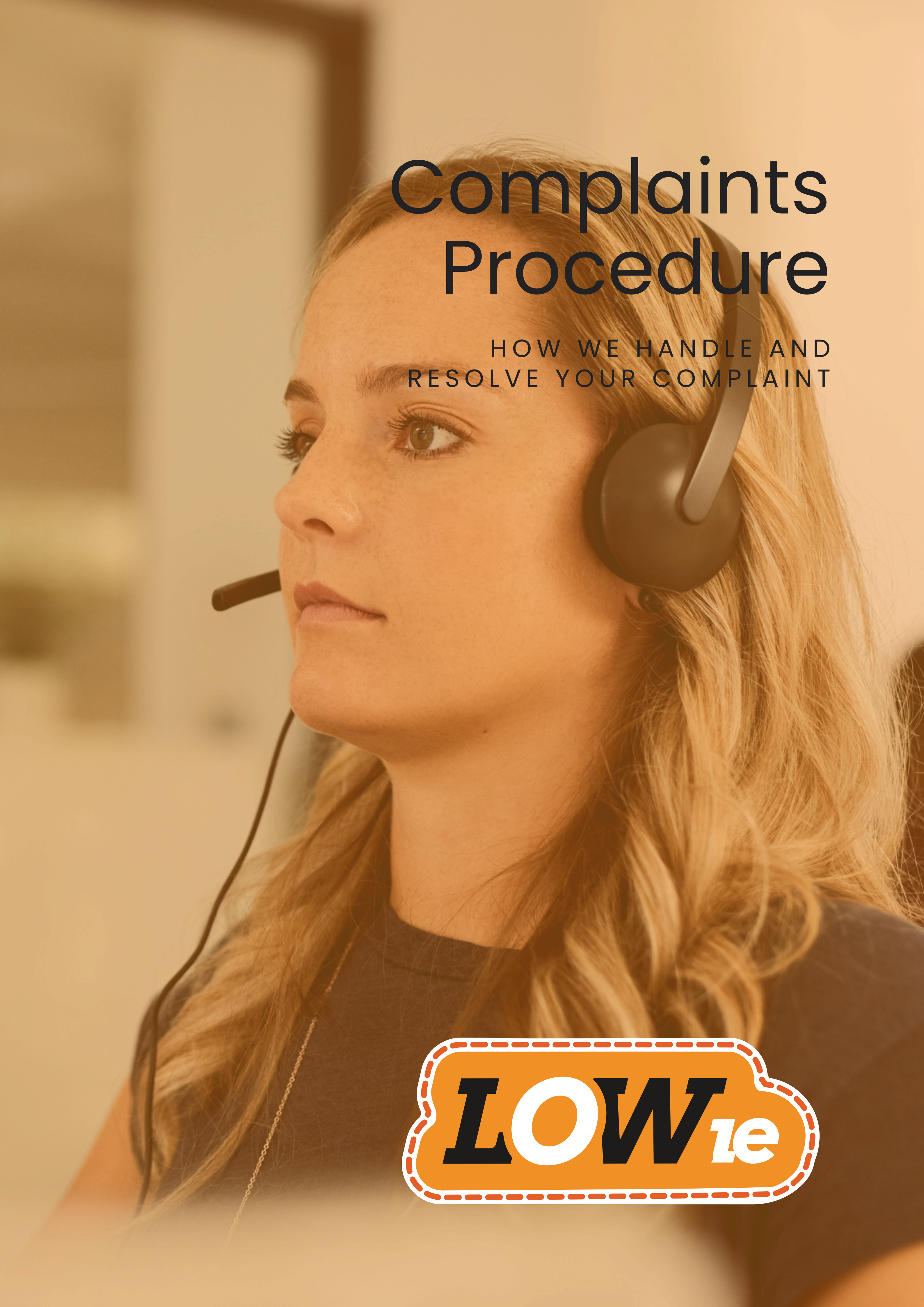
Complaints Procedure

HOW WE HANDLE AND RESOLVE YOUR COMPLAINT



Disclaimer

This document encompasses all pertinent details concerning our partnership. It delineates crucial aspects, including the terms of our service, procedural methodologies, data privacy measures, and legal stipulations pertinent to our engagement. Your careful review of this documentation is essential, as it establishes the framework within which we will conduct business for you.

True Financial Ltd t/a True Wealth, LowQuotes, Low.ie, Hello.ie & GetCancerCover is regulated by the Central Bank of Ireland. Reg No: 663000. Directors: Shane Tobin and Jessicka Tobin. Kea Lew Business & Retail Park, Portlaoise.

Complaint Procedures

If you wish to make a complaint, please contact us with an outline of your complaint.

When we receive a complaint from a client, we will confirm to them that we received their complaint within 5 working days. Unless we have sorted the complaint to their satisfaction and no further action is required.

If a complaint is made verbally, we offer the complainant the opportunity to have the complaint treated as a written complaint. If a client's complaint is verbal, we will write to the client to agree and outline our understanding of their complaint.

We will:

- Give the complainant the name of the individual looking after their complaint.
- Provide the complainant with written updates at intervals not greater than 20 business days.
- The complaint will be investigated and resolved within 40 business days from the date of receipt of the complaint.
- If for some reason a complaint is not resolved in 40 working days, the complainant will be notified in writing of the new timeframe and their right to refer the matter to the Financial Services and Pensions Ombudsman's Bureau and provided with the FSPO contact details.
- On completion of the investigation, the complainant will be notified in writing within days of the completion of the response. The response may be a final response letter depending on the complaint. (If we can come to some agreement with the client, the letter will not be a final response).
- We advise the complainant in the final response letter of their right to refer the matter to the Financial Services and Pensions Ombudsman and give contact details.

Customer Complaint Handling

Resolution of complaints will normally be achieved by providing.

- An explanation to the complainant for acts or omissions that have occurred.
- An apology where appropriate.

info@low.ie

01 901 7760

20 Harcourt Street, Dublin 2

www.low.ie