

# Complaints

At Count Finance, our top priority is helping you achieve your financial goals with confidence and providing the highest level of service along the way. However, we recognise that sometimes things don't go as expected. If you're unhappy with any part of your experience, we're genuinely sorry — and we're here to listen, put things right, and learn from it.

## Making a complaint

If you feel dissatisfied with any aspect of our service, then in the first instance please contact us at [complaints@count-finance.com](mailto:complaints@count-finance.com), or via the help section in our in-app. You can also write to us at the following address:

Complaints  
Count Finance Limited  
167-169 Great Portland Street  
London, W1W 5PF

To help us resolve your complaint as quickly as possible, please include:

- Your full name and contact details
- A description of your concern
- Any relevant dates or documents
- How you'd like us to put things right

## What happens next?

Any complaint verbal or written will be referred to our Complaints Management Team, we take all complaints seriously and aim to resolve them fairly, consistently and promptly.

We will:

1. Acknowledge your complaint promptly – We will confirm we have received your complaint, usually within one business day, but in no case later than 5 business days, in accordance with the applicable laws and rules of the FCA.
2. Investigate your complaint – A member of our team will investigate your concerns thoroughly and impartially.

3. Maintaining records – We maintain detailed records of all complaints and how they were resolved, in accordance with regulatory requirements. This helps us identify trends and continuously improve our service.
4. Provide a final response – We will aim to resolve your complaint as quickly as possible. If we are unable to do so right away we will provide a final response within 8 weeks at the latest.

If your complaint is eligible to be referred to the FOS, and you have not received a reply from us that is satisfactory for you within 8 weeks, then you are entitled to refer the matter to the FOS within 6 months upon receipt of our response. Please note that the FOS will not investigate a complaint where you have not already raised a complaint with us first. FOS contact details can be found below.

## **Closing a complaint**

We will consider a complaint closed when we have communicated our final response to you. This does not prevent you from exercising any rights you may have to refer the matter to the Financial Ombudsman Service.

## **The Financial Ombudsman Service**

You may be able to refer your complaint to the Financial Ombudsman Service (FOS) if:

- Your complaint relates to regulated financial services activities
- You are eligible to complain (individuals, micro-enterprises with annual turnover below €2 million, small charities with annual income below £6.5 million, or trustees of trusts with assets below £5 million)
- You refer your complaint within 6 months of receiving our final response
- You have first raised the complaint with us directly

The FOS service is free to consumers. Count Finance will cooperate fully with the FOS in resolving any complaints and will be bound by their decisions.

You have the right to refer your complaint to the FOS free of charge, but you must do so within 6 months of the date of our final response letter.

Financial Ombudsman Service  
Exchange Tower  
Canary Wharf  
London, E14 9SR  
Telephone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **We're listening**

We really value your feedback, even when it's not positive, because it helps us improve.  
Thank you for giving us the opportunity to put things right.