

Lowell Financial

Lowell Financial is committed to taking a fair, sensitive and ethical approach to debt recovery.

We are authorised and regulated by the Financial Conduct Authority in respect of consumer credit regulated accounts.

Lowell Financial Ltd.

Registered Office:
Ellington House
9 Savannah Way
Leeds Valley Park West
LEEDS
West Yorkshire
LS10 1AB

Company Registration No: 4558936

How to contact us



Speak to our Customer Relations Department on **0800 542 0058**

Our Customer Relations department is open Monday to Friday between 8am and 6pm.



Email
complaintsresolution@lowellgroup.co.uk



Write to Customer Relations at the address below.

Lowell Financial Ltd.

PO Box 1411
NORTHAMPTON
NN2 1BQ

Lowell Financial Complaints Procedure

Our commitment to you...

Lowell's commitment to you

We want to give our customers the best possible service. We also know that sometimes we get it wrong. When that happens we want to know about it, put it right and learn from it.

When you make a complaint to us, we will deal with it fairly, sensitively, and in a positive manner. Please take a little time to read our Complaints Procedure. It sets out the steps we will take in handling your complaint and will let you know what to expect from us.

About Lowell Financial

Lowell Financial is part of the Lowell Group, a leading debt purchase company.

Our aim is to work with all of our customers to agree an appropriate, affordable repayment plan based on each individual's circumstances. We are authorised and regulated by the Financial Conduct Authority in respect of consumer credit regulated accounts and adhere to the Credit Services Association (CSA) Code of Practice.



For financial service accounts

For complaints relating to financial services accounts, the Financial Ombudsman Service provides a dispute resolution service to assist customers whose concerns remain unresolved.

For non-financial service accounts

For complaints relating to non-financial services accounts, the Consumer Ombudsman Service provides a dispute resolution service to assist customers whose concerns remain unresolved.

For instances where we are unable to agree on a resolution, or if eight weeks have passed since you first raised your concern, you have the option to refer the matter to the respective ombudsman service.

For more information:

Financial Ombudsman Service:

Website: www.financial-ombudsman.org.uk

Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Phone: 0800 0 234 567 or 0300 123 9 123

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

Consumer Ombudsman Service:

Website: www.consumer-ombudsman.org

Post: Ombudsman Services, The Brew House, WA4 6HL

Phone: 0333 300 1620.

COMPLAINTS PROCEDURE

1

Regardless of how we receive your complaint, we will always try to resolve your concerns there and then. Where further investigation is needed, we will acknowledge your complaint promptly and within no more than five working days of receiving it.



2

We will review your complaint and, upon completion of our investigation, we will send you a final response. We will aim to send you our final response within four weeks of receiving your complaint, but if we are not able to do so, we will provide you with an update.



3

In most cases where we have not sent a final response within four weeks, we will send one within eight weeks of receiving your complaint. However, if for any reason we are unable to do this, we will send you a further update and let you know when you can expect a final response.



4

If at any time you are not satisfied with the way we are handling your complaint, please do not hesitate to contact our Customer Relations Manager.

Lowell is a member of the Credit Services Association (CSA) and we subscribe to their Code of Practice. If you believe Lowell has breached this code at any point, you may refer your concerns to the CSA. A copy of the code, including the CSA complaints procedure, is available on their website at the following address: www.csa-uk.com