

Declaration

Finally, please agree to this declaration. By signing below, you are agreeing to it.

"I would like the Financial Ombudsman Service to look into my complaint. I confirm to the best of my knowledge everything I have told you is correct."

Your details (the person complaining).

| | | | |
|------------|------------------|-------------|-------------|
| Name: | [YOUR NAME] | Job title*: | [JOB TITLE] |
| Signature: | [YOUR SIGNATURE] | Date: | [DATE] |

Details of anyone complaining with you (for example, a joint policy/account holder)

| | | | |
|------------|-------------------|-------------|-------------------|
| Name: | [JOINT NAME] | Job title*: | [JOINT JOB TITLE] |
| Signature: | [JOINT SIGNATURE] | Date: | [DATE] |

If someone is complaining on your behalf, you still need to sign your agreement to the declaration above.

For complaints involving accounts or policies held jointly, we usually need each person to sign – and we may share details about the complaint with both signatories. Please tell us if there's any reason this might be a problem for you.

If you have agreed to make this complaint on someone else's behalf, you will need to ask them to sign and date this form in the space above. You will need to add your own details and signature where prompted below. If the person complaining can't sign for any reason, please let us know.

* If you're complaining on behalf of a business, charity or trust, please provide your job title.

Representative information

Please complete this section if you want to authorise another person to act on your behalf. You could ask a friend, relative, Claims Management Company or solicitor but check first whether they will charge you for this. You can change or cancel this authority at any time by contacting us.

| | | | |
|--|---|---------------------------|------------------------------------|
| Their name | Direct Redress Ltd | Their relationship to you | Claims Management Company |
| Their address Address line 1 Address line 2 City Country | Booths Park 5 Knutsford Cheshire England | Their phone number | 01565 364 357 |
| | | Their email | adviceclaims-fos@directredress.com |
| Postcode | WA16 8GS | Their reference | [OUR REFERENCE] |

Digital Signature

[YOUR SIGNATURE]