

Customer Complaints Procedure - Money Magnet

At Money Magnet, we take great pride in the standard of service we offer. We are committed to listening to your feedback and resolving any issues quickly, fairly, and in line with the expectations set by the Financial Conduct Authority (FCA).

If something has gone wrong, we would like the opportunity to put it right. We will do our best to resolve the issue straight away, but if it needs more time or investigation, we have a clear process in place to make sure your complaint is handled with care and transparency.

How to Make a Complaint

You can contact us by any of the following methods:

In person

Visit us at our store:

Money Magnet

137 Perry Road

Sherwood

Nottingham

NG5 1GN

By phone

0115 962 0022

By email

sales@money-magnet.co.uk

By post

Money Magnet

137 Perry Road

Sherwood

Nottingham

NG5 1GN

What Happens Next

- We will always try to resolve your concern immediately.
- If your complaint cannot be resolved within 3 business days, we will acknowledge it in writing and explain our next steps.
- Your case will be reviewed carefully, and we may contact you if more information is needed.
- All complaints are handled directly by the business owner to ensure proper oversight and resolution.

You will receive a Final Response within 8 weeks of the original complaint. If we are unable to respond within this time, we will let you know why and when you can expect to hear from us.

If You Are Still Not Satisfied

You have the right to refer your complaint to the Financial Ombudsman Service (FOS) for a free and independent review. This must be done within 6 months of receiving our Final Response.

Financial Ombudsman Service (FOS)

Exchange Tower

London

E14 9SR

Phone: 0800 023 4567

Website: www.financial-ombudsman.org.uk

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

This policy is also available in-store or can be sent to you by email or post on request.