

How to contact Credit Key to make a complaint

Credit Key pride themselves in great customer service. If you are not happy with our service for any reason, you may contact us using the information below. Please allow up to 5 business days from the time of receipt to receive acknowledgement of your complaint; a full response will be provided within 8 weeks. We will do our utmost to resolve your concern immediately.

Email: support@creditkey.uk

By Post to:
Complaints Manager
Credit Key 8a
Dunraven Place
Bridgend CF31 1JD

Please provide us with the following information:

- Your Full Name
- Email Address used to sign up to CreditKey
- Daytime Phone Number
- Full Address and Postal Code
- Full Details of your concern and preferred outcome

How long will it take?

Please allow up to 5 business days from the time of receipt to hear back from Credit Key. We will do our utmost to resolve your concern immediately.

Sometimes it may take longer to fully investigate and, if a complaint is particularly complex, it may take longer to resolve.

We will always try our best to respond to your complaint as quickly as possible and we will send you our final response no later than 8 weeks from when you first complained. If we cannot complete our investigation in this time, we will contact you to explain the delay and give you an indication of when to expect our response. If you're unhappy with the progress of your complaint or not happy with our final response then you can, at this point, refer it to the Financial Ombudsman Service. The Financial Ombudsman Service will deal with your complaint only if you have given us the opportunity to put matters right, so please contact us first and we will do all we can to help you.

Financial Ombudsman Service (FOS)

If you want the FOS to consider your complaint, you must send your complaint to them within 6 months of the date of our final response. Their contact details are:

The Financial Ombudsman Service Exchange
Tower London E14 9SR Telephone: 0300 1239
123. Email:
complaintinfo@financial-ombudsman.org.uk

Information regarding the service can be found on the Financial Ombudsman website:
<http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

European Online Dispute Resolution

For extrajudicial settlement of consumer disputes, the European Union has set up an Online Dispute Resolution (ODR) platform. You can find the platform at: <http://ec.europa.eu/consumers/odr/>