

LMS Customer Satisfaction

Both LMS and our law firms are committed to delivering a high-level of service to our customers, however sometimes things go wrong. We want to hear from you if you feel unhappy with the service you have received from us or one of our law firms.

This leaflet tells you how to make a complaint. If you tell us about it, we will try our best to put matters right for you and improve our service for all our customers.

How will we help you?

- LMS will investigate your complaint independently of the law firm and where your complaint is against LMS, we will aim to resolve your complaint impartially.
- We aim to resolve complaints as fairly and as quickly as we can. There are always two sides to any dispute, so we will look carefully at both sides and consider all the facts.
- If we determine the law firm you are complaining about has treated you fairly, we will tell you and explain our reasons why.
- If we determine that the law firm has made an error which has adversely impacted you. We will request the law firm put things right for you. Generally, the aim is to put you in the position you would be in if things had not gone wrong.
- Our dedicated Customer Relations Team adheres to a complaints procedure that is fully compliant with our lender clients expectations.

To make a complaint

If you have a complaint, please telephone us on 0343 221 0700 so that we can help you as quickly as possible. Alternatively, you may email us at customerservices@lms.com, or write to us at:

Customer Relations
LMS
Bickerton House
Lloyd Drive
Cheshire Oaks Business Park
Cheshire
CH65 9HQ

**Please note: For any HSBC remortgage complaints, you will be required to raise your complaint with HSBC directly. You can do so by calling 0345 7404 404, or by writing to:*

*HSBC UK Bank PLC
Escalated Complaints
Customer Service Centre
BX8 1HB*

Alternatively, you can raise your complaint within a HSBC branch. More information can be found on HSBC's website at: <https://www.hsbc.co.uk/help/feedback-and-complaints/>

Getting back to you

- Once we have been informed about a complaint from you, we will agree who is going to respond. Usually, LMS will take ownership of the complaint and respond to all parties, however on occasion the response will be sent by the law firm or lender.
- Wherever possible we will try to resolve any issues you raise with our Customer Service Team there and then. If this is not possible, and you wish to raise a complaint, we will aim to resolve your complaint within 10 working days.
- We aim to acknowledge all complaints within 1 working day whether received in writing, by email or by telephone.
- We aim to resolve all complaints within 20 working days, but in some instances, this may take longer depending on the complexity of the issue. Our formal response to your complaint will be issued via post to the correspondence address held for you on our records; if you would prefer an alternative method of contact, please let us know in your complaint details.

Taking your complaint further

In the unlikely event that our Customer Relations Team are unable to resolve your complaint, the matter will be reviewed by the Chief Operating Officer. Once we are satisfied, we have considered all aspects of your complaint we will contact you with our final response.

However, if we have been unable to satisfy your complaint in our final response you can seek a further independent review from either:

| When the law firm are acting for you: | When the law firm is acting for the lender: |
|---|---|
| Legal Ombudsman Service PO Box 6167 Slough SL1 0EH T: 0300 555 0333 E: enquiries@legalombudsman.org.uk W: www.legalombudsman.org.uk | Financial Ombudsman Service Exchange Tower, Harbour Exchange Square, London, E14 9SR T: 0800 023 4567 E: complaint.info@financialombudsman.org.uk W: www.financial-ombudsman.org.uk |

Please note, as LMS are not a regulated business, we are not covered by the two schemes above, only the law firms and the lenders are. However, LMS will always try to resolve your complaint.