

If you have a complaint

Agility Fleet (Personal Leasing) Limited:

It is the aim of Agility Fleet (Personal Leasing) Limited to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients. You can register a complaint via:

E-Mail: complaints@agilitygroup.com

Telephone: 01527 571600

Write to: The Chief Financial Officer, Agility Fleet, Meridian House, Saxon Business Park, Bromsgrove, B60 4AD

A copy of our complaints procedure is available upon request or on our website: www.agilityfleet.com. If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service, either by telephone on 0300 123 9123 or 0800 023 4567, through their website at www.financial-ombudsman.org.uk or at the address Exchange Tower, London, E14 9SR.

Regulated activity complaints:

If your complaint is regarding a regulated consumer credit contract and the way you were sold finance, please be aware that as an appointed representative we will forward your complaint to the principal firm Citrus Compliance, who will handle and manage your complaint directly and in accordance with FCA Regulations.

The Principal Firm Citrus Compliance can be contacted using the following methods:

Tel: 0800 688 9934

Email: admin@citruscompliance.co.uk

Writing: Citrus Compliance, Watermoor Point, Watermoor Road, Cirencester, GL7 1LF

What to do if you are not happy with the decision?

If you have a regulated consumer credit contract arranged by us and are not satisfied with the final response, you may be eligible to refer the matter to the Financial Ombudsman, who provide a free, independent service for dealing with unresolved disputes. Please note, The Financial Ombudsman will not consider your complaint until you have allowed us eight weeks to respond.

Financial Ombudsman Service

Contact to the Financial Ombudsman Service (FOS) must be within six months of the final response. In the final response, a copy of the Financial Ombudsman Service's explanatory leaflet will be provided.

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by them.

You can contact The Financial Ombudsman at the following address:

The Financial Ombudsman Service,

Exchange Tower,

London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

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

Website: www.financial-ombudsman.org.uk