



Experian Complaints Handling Procedure

Our goal is to provide excellent customer service and exceed our customer & client expectations wherever we can. If we don't meet these expectations though, we really want to hear from you so that we can try to resolve the problem as quickly as possible.

Step 1

Making a complaint

If you need to make a complaint you can do so by contacting us on any of the below methods:

Consumer

- **Visit our website:** complete our online complaints webform: <https://ins.experian.co.uk/contact>
- **Email us:** complaints@uk.experian.com
- **Send us a letter:** Customer Relations Team, Experian, PO BOX 8000, Nottingham, NG80 7WF
- **Call us:** if you have one of our subscription services such as CreditExpert, you can log into your membership and click the 'call us' option via the mobile app or visit: <https://www.experian.co.uk/consumer/login>

Business

- **Contact your Account/Relationship Manager** directly
- **Email us:** complaints@uk.experian.com
- **Send us a letter:** Customer Relations Team, Experian, PO BOX 8000, Nottingham, NG80 7WF

When contacting us, please provide your details and as much information as possible about what's gone wrong, including what you feel would help to resolve things. It'd also really help if you could include the best contact details and time to reach you.

Step 2

How we'll handle your complaint

We'll try to resolve your complaint immediately. If we can't do this, we'll get back to you once we've reviewed your complaint in more detail.

If we haven't been able to resolve things for you straight away, we'll send written acknowledgment of your complaint within 5 business days. Whether we can resolve your complaint immediately or not, we may contact you to ask for clarification or to discuss options with you.

Step 3

Responding to your complaint

Once we've completed our investigation into your complaint, we'll provide you with a final response, outlining the outcome.

We aim to respond to your complaint within 15 days, however we sometimes need a bit longer.

We'll always provide a final response within 8 weeks and if your complaint relates to an Open Banking service* we offer, you'll receive the response within 35 days.

*Score boost/Affordability Passport

If you remain unhappy with our response



If you're still unhappy after we've completed these steps then, depending on the nature of your complaint, an alternative dispute resolution provider may be able to assist. We'll let you know within our final response.

If your complaint is about financial services, you may be able to refer your complaint to the Financial Ombudsman Services. They will be able to provide a free and independent review of your complaint. Their contacts details are:

The Financial Ombudsman Service

Exchange Tower
London E14 9SR

Telephone: 0800 023 4567

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

For further information, visit the Financial Ombudsman Service website at www.financialombudsman.org.uk.