

Getting it right

The myM&G Customer Complaints Charter



We are sorry that you have had cause to complain to myM&G. Your business is important to us and we endeavour to resolve any concerns fairly, effectively and promptly. However, some complaints are more complex than others and may take some time to investigate.

Our commitment

- We will send you an acknowledgement of your complaint via secure message within five business days of its receipt. In some cases we will have had enough time to look into the matter and see what has gone wrong. If so, we will give you a full response in this secure message.
- Within four weeks of receipt of your complaint, we will inform you via secure message on the results of our investigation.
- In cases of complex complaints, it may take longer to investigate or find a solution. If we are unable to resolve your complaint within four weeks of receipt, we will send you a secure message explaining why we are not in a position to resolve your complaint and an indication of when we will make further contact.
- If your complaint has still not been resolved within eight weeks of receipt we will send you:
 - a. a secure message explaining why we have still not resolved your complaint with an indication of when you will hear further details from us
 - b. details of your right to refer your complaint to the Financial Ombudsman Service

Investigating your complaint within myM&G

Your complaint will be investigated by a dedicated member of staff who was not directly involved in the matter that is the subject of your complaint. They will either have the authority to settle your complaint or will have ready access to someone who has. We will also, where possible, take the appropriate action to prevent reoccurrence.

If you contact us during our investigation and the member of staff handling your complaint is not available, then another member of our team will be more than happy to help you.

We want our customers to be happy with our service and we hope to resolve any matters quickly and to our mutual satisfaction. We welcome feedback on any aspect of our service.

The Financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent and unbiased assessment of complaints referred to it. We generally regard the Ombudsman's findings as binding. You are, however, still able to take private legal action if you do not agree with the Ombudsman's conclusion.

Contact

Secure message

Please log in to your online account and contact us by 'secure message'. This service is secure and will ensure your personal details are kept safe.

Chat

Use our online 'Chat' service to speak directly to a member of our Investor Services team.