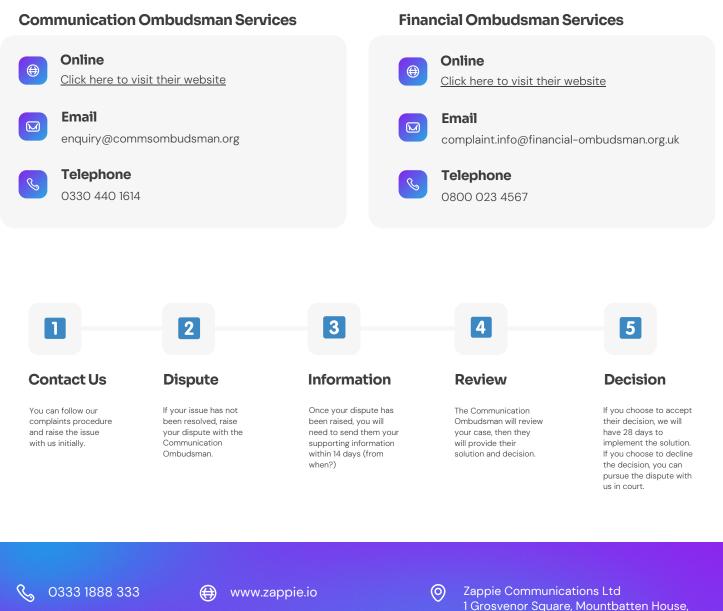


## What can you do if your issue isn't resolved with us?

If you have followed our internal customer complaints procedure and are still dissatisfied with the outcome, you can escalate your complaint to the Communications Ombudsman Services. These regulatory bodies operate independently of Zappie Communications, and there is no cost to you for lodging a complaint.

For financial service-related complaints, please reach out to the Financial Ombudsman Services. If your complaint does not pertain to financial services, contact the Ombudsman Services instead. Please note that you must wait 8 weeks after your initial complaint to Zappie to give us an opportunity to resolve the issue before escalating it to the regulatory bodies. You will not incur any charges from the initial complaint to the final resolution.



Company No: 1449904

Southampton, SO15 2JU

