

our ref: [redacted]

payment protection insurance: consumer questionnaire

WHAT IS THIS QUESTIONNAIRE FOR?

- This questionnaire is for consumers to bring a complaint about the sale of payment protection insurance (PPI).
- It is the standard PPI questionnaire used by most financial businesses as well as by the Financial Ombudsman Service.
- The questionnaire asks you for the personal and financial details needed to sort out your complaint.

WHAT DO I NEED TO DO?

- Please fill in this questionnaire, giving as much information as you can.
- It may take you some time to go through the questionnaire and get all your facts together. But having all the information in one place should mean your case can then be assessed more quickly.
- For more information on bringing a PPI complaint, phone the Financial Ombudsman Service on 0300 123 6222 or 0800 121 6222.

section A: about you

A.1 your name and contact details

your details

surname

title

first name(s)

date of birth

d

d

m

y

y

y

y

details of anyone complaining with you

title

d

d

m

y

y

y

y

address for writing to you (including your postcode)

daytime phone

mobile

home phone

email

A.2 if someone is complaining on your behalf (eg a relative or claims manager) please give us their details

their name

relationship to you

address for writing to them
(including postcode)

their daytime phone

their fax

their email

their ref

A.3 what's the name of the financial business you're complaining about?

HALIFAX

A.4 what's the policy number of the payment protection insurance you're complaining about?

NOT KNOWN AT THIS PRESENT TIME