



FLA COMPLAINT FORM

Name:

Address:

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Name of finance company:

Agreement or account number:

AUTHORISATION

I confirm that I would like you, the Finance & Leasing Association (FLA), to refer my complaint (including all documentation and correspondence) to the Chief Executive of the finance company concerned for consideration.

I understand that in order for you to help you may have to collect information about my agreement and account. I authorise the finance company concerned to give you the information you need.

Your signature.....

Second complainant.....

(All individuals making this complaint must sign)

IMPORTANT NOTE

If you are making this complaint on behalf of a third party you must enclose a signed letter of authority from the agreement holder and they must also sign here:

Third party authorisation.....

Date.....

**Please sign and date this form and return it to us as soon as possible.
If you do not return this form we will not be able to process your complaint.**