



Customer Complaints Policy Summary

Introduction:

Spartan Financial Services provides excellent customer service and maintains a healthy customer relationship at all levels from the President down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please contact our customer service personnel at:

- Phone (844) 944-9441
- info@spartan-financial.com
- Fax (787) 728-9474
- Mail: 1825 Ponce de Leon Blvd. #194 Coral Gables, FL 33134

Our Responsibilities:

- To provide an efficient, fair, and structured mechanism for handling complaints.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Constant management review of our complaints so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- If your complaint is urgent, or you need Priority Assistance we will prioritize your complaint and attempt to resolve within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions, and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 15 calendar days.
- Complex complaints may take longer than 15 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.