Complaints Brochure

Your satisfaction comes first.

1. Your feedback matters

At Mortgage for You, personal attention and high-quality service are central to the way we work. I do my utmost to guide you throughout the entire mortgage process.

However, there may be times when you are not satisfied with my services. I am sorry if that happens. Please let me know if something has not met your expectations, so that we can work together to find a suitable solution.

2. How can you submit a complaint?

If you are not satisfied with my services, you can submit your complaint in writing. Please address your complaint to:

Mortgage for You B.V.
Tarwekamp 37
3828 HZ Hoogland
Nederland
Website: www.mortgageforyou.nl
Email: stephanie@mortgageforyou.nl

When submitting your complaint, please include the following where possible:

- Your name and contact details.
- A clear description of your complaint.
- The date or period to which your complaint relates.
- Any documents that support your complaint.
- What you consider to be an appropriate solution.

3. How do we handle your complaint?

Once we receive your complaint, we will handle it carefully. Our procedure is as follows:

1. **Acknowledgement:** we will confirm receipt of your complaint within 5 working days.
2. **Investigation:** we will review your complaint and, if necessary, gather additional information.
3. **Assessment:** we will carefully assess the situation and consider what solution may be appropriate.
4. **Response:** you will receive a substantive response within 14 days and, where applicable, a proposal for an appropriate solution. If we are unable to provide a substantive response within this period, we will contact you to explain this and let you know when you can expect our response. The maximum handling period is 8 weeks.

4. Are you dissatisfied with the outcome?

If we are unable to resolve the matter together, or if you are not satisfied with the outcome of your complaint, you may, where applicable, refer your complaint to the Financial Services Complaints Institute (Kifid).

Kifid – Financial Services Complaints Institute

Registration number: 300.019645
Website: www.kifid.nl

You can check with Kifid whether your complaint is eligible for consideration. Certain conditions and time limits apply.

5. Our commitment

At Mortgage for You, we believe in personal attention, honest advice and transparent communication.

Your trust is important to us. We take every complaint seriously and use your feedback to improve our services wherever possible.

Mortgage for You

Guiding You Home