



Customer Complaints Handling Procedure

We are committed to providing a high-quality service to all customers. If something goes wrong, we encourage you to inform us, as this helps us improve our standards and ensure the best possible service.

How to Contact Us

Max Recovery Limited's servicers handle all communication, including complaints about us or them. If you are dissatisfied with any aspect of the service you have received, please raise your complaint immediately with the servicer managing your account.

Aryza Evolve or TDX Group Ltd. will manage your account while you are in an active IVA, Bankruptcy, Trust Deed, or Sequestration, including after its successful conclusion. Please refer to communications you have received, which will clearly state the servicer's name.

If you are currently in an IVA, Bankruptcy, Trust Deed, or Sequestration and wish to raise a complaint, please contact:

Aryza Evolve

- In writing: Customer Support Team, Aryza Evolve, Bridgewater Place, Water Lane, Leeds, LS11 5DR.
- By email: customersupport@evolveservicing.com
- By telephone: 0113 389 3938
- Business Hours: Monday-Thursday: 9am-5pm; Friday: 9am-4:30pm

TDX Group Ltd

- In writing: Service Assurance Team, TDX Group, First Floor, 6 Wellington Place, Leeds, LS1 4AP
- By email: consumercomplaints@tdxgroup.com
- By telephone: 0333 207 6533
- Business Hours: Monday-Friday: 9am-5pm

If your IVA or Trust Deed has failed and you wish to raise a complaint, please contact:

Drydens Solicitors

- In writing: Customer Support Team, Drydens Solicitors, PO Box 203, Huddersfield, HD8 1ER
- By email: webenquiries@drydenslaw.com
- By telephone: 0113 823 3443
- Business Hours: Monday – Friday 8 am – 6pm

What Happens Next?

We aim to resolve your complaint as quickly as possible and will send you a letter confirming the resolution. If we need more time to investigate thoroughly, we will send you an acknowledgment within 5 working days of receiving your complaint.

We will keep you updated on the progress of your complaint. Our goal is to resolve it as quickly as possible, but it may take up to 8 weeks. We will send you a Final Response Letter explaining our investigation and resolution.

Your Rights with the Financial Ombudsman Service

If you are unhappy with our decision or have not received a final response after 8 weeks, you can ask the Financial Ombudsman Service to review your complaint. They offer this service free of charge, but you must contact them within 6 months of our response.

Contact Details for the Financial Ombudsman Service:

- **Address: Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR**
- **Tel: 0800 023 4567**
- Website: www.financial-ombudsman.org.uk