

Dear [xxx]

Reference: [product type and reference number]

I am writing to you to complain about the above product.

When I first talked you on [date], I made it clear that my circumstances were as follows [describe].

I was led to believe that I was taking out a product that was appropriate to my needs.

However, when I received [document] on [date] I discovered that the product did not meet my requirements as follows [describe problems].

Under the Financial Conduct Authority's rules, you are required to give consumers 'best advice', taking account of their personal details and circumstances.

The fact that the above product does not meet my requirements, clearly shows that you have failed to give best advice.

I therefore expect to receive compensation from you covering the difference between what I will get from the product and what I would have earned had you given best advice and advised me to take out a more appropriate product. I calculate this to be [£...].

FCA rules require you to deal with this complaint.

I therefore look forward to hearing from you within the next 14 days.

If this matter is not resolved to my satisfaction, I will refer it to the Financial Ombudsman Service.

Yours faithfully,

[Your Signature]