

If you require information or wish to complain about any aspect of Prudential's service, please contact Prudential in writing at:

Universities AVC Administration
Prudential
Abbey Gardens
55 Kings Road
Reading
Berkshire
RG1 3AH

A copy of our complaints procedure is detailed below.

If you are not satisfied with our response, you may be able to take your complaint to:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Telephone 0845 080 1800

The Pensions Ombudsman
11 Belgrave Road
London
SW1V 1RB
Telephone 020 7834 9144

The Pensions Advisory Service
11 Belgrave Road
London
SW1V 1RB
Telephone 0845 601 2923

These are free services. Using them will not affect your legal rights.

Prudential Complaints Procedure

“Any expression of dissatisfaction whether justified or not”

