

We're Here to Help: Making a Complaint

While we take great pride in our accuracy and service, we understand that sometimes things don't go as planned. If you have a concern or complaint, we want to hear from you so we can put things right.

Application or service complaints

FAO The Compliance Team
Mazmap Ltd
Cohav House,
Aviation Way,
Southend Airport,
Southend on Sea,
Essex,
SS2 6UN
Tel: 0330 818 0788 or email hello@mazmap.com

Loan-related complaints

FAO The Compliance Team
Mercantile Trust Limited,
1st Floor,
Building 2, Axis
Rhodes Way,
Watford,
Hertfordshire
WD24 4YW
Tel: 0800 980 6263

What Happens Next:

We'll acknowledge your complaint within 3 working days and begin investigating it. We aim to resolve your issue as quickly as possible and will contact you as soon as we have investigated your issue, we will provide a final response within 8 weeks.