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## Feedback and Evaluation

**Our Reference:**

**Client Name:**

**Address:**

### Money & Pensions Service and Recognising Excellence

We receive funding from the Money and Pension Service, via our partnership with Deb Free London. As part of our regulated money advice, we are audited and provide information to our funder and their partner, recognising excellence, to ensure our quality of advice. Occasionally the Money and Pension Service need to contact clients to get feedback and ensure you have received the quality of service expected. They have what is called 'legitimate interest' to access this data and therefore do not require consent in the usual manner; this includes your personal data and the following Special Category Data you have consented to us holding, they do though allow you to opt-out of being contacted, and in such instances your personal information will not be shared with them..

Quality of Advice Audit - I consent to a review by Recognising Excellence YesNo

Review and feedback- I consent to be contacted by the Money and Pension Service YesNo

### Trustpilot - Online review

Debt Free London uses Trustpilot, an online review website, to gather feedback to help improve the service. You will only receive an email or text inviting you to fill out an online review.

I consent to having my contact details shared with Trustpilot Yes No

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# Signature Certificate

DEBT FOA - F&E (UNUSED?)

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| 18th July 2021 12:17 am BST     | DEBT FOA - F&E (UNUSED?) Uploaded by Bradley Johnson - Advice@citizensadvicerichmond.org IP 217.35.101.199  |
| 18th July 2021 12:21 am BST     | Money Advice - Money.Advice@citizensadvicerichmond.org added by Bradley Johnson - Advice@citizensadvicerichmond.org as a CC'd Recipient Ip: 86.14.100.67                              |
| 18th July 2021 12:30 am BST     | Money Advice - Money.Advice@citizensadvicerichmond.org added by Bradley Johnson - Advice@citizensadvicerichmond.org as a CC'd Recipient Ip: 86.14.100.67                              |
| 12th February 2024 12:29 pm BST | Confirmation of DFL review consent sent - Money.Advice@citizensadvicerichmond.org added by Bradley Johnson - Advice@citizensadvicerichmond.org as a CC'd Recipient Ip: 217.35.101.199 |



This audit trail report provides a detailed record of the online activity and events recorded for this contract.

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