



## **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 ☐Yes☐No

Review and feedback- I consent to be contacted by the Money and Pension Service ☐Yes☐No

### **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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## Audit

18th July 2021 12:17 am  
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Johnson - Advice@citizensadvicerichmond.org IP  
217.35.101.199

18th July 2021 12:21 am  
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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  
GMT

Money Advice -  
Money.Advice@citizensadvicerichmond.org added by  
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12th February 2024 12:29  
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Confirmation of DFL review consent sent -  
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