



FidBank UK

IF YOU AREN'T SATISFIED

Version 2.2

What to do if you aren't satisfied

Our commitment to you

We take pride in providing our customers with excellent service and the best products. Whilst we are committed to dealing professionally and personally with customers at all times, sometimes things go wrong, including when customers feel we have not lived up to their expectations.

If this happens, we want to know about your dissatisfaction so that we can put it right. We have established procedures to help us ensure that any complaints we receive are dealt with quickly and fairly.

Our aims when we receive a complaint

We aim to ensure that:

- Your complaint receives a full and fair investigation and is dealt with by someone with appropriate knowledge and authority
- Sort out your complaint quickly in accordance with strict timescales
- Apologise when things go wrong and make sure that we put them right

How do I make a complaint

In person: Visit our London and speak to one of our staff,

By telephone: Call +44 (0) 207 920 6100, or

In writing to: Head of Compliance – FidBank UK, 1 Kings Arm Yard, London EC2R 7AF

Please quote your name and address, your account number and a daytime telephone number at which you can be contacted.

How we deal with your complaint

We will acknowledge your complaint (and will probably resolve it) within 2 working days from the day we receive the complaint. If we have not been able to resolve the complaint 3 within working days, we will let you know when we will get back to you with a conclusive response following our investigations.

Within 4 weeks we will write to you informing you of either the result of our investigations or let you know what stage our investigations have reached.

Within a further 4 weeks (eight weeks after first receiving your complaint) we will send you our final written response with our explanations and any offer of redress.

If you feel that the complaint has still not been resolved to your satisfaction, then you may contact the Financial Ombudsman Service (FOS) within 6 months from the date of your final response. The FOS exists to mediate in disputes between customers and financial services companies and the service is free to consumers. You can contact the FOS at:

Phone: 0845 023 4567

Email: complaint.info@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk