

How to make a complaint





Not happy with our service? We want to know.

We do everything we can to provide you with the best service possible. But sometimes things can go wrong and when they do, we want you to tell us so that we can put them right as soon as possible.

This leaflet tells you all you need to know about making a complaint and what happens next. We will do our best to deal with it to your full satisfaction.



How to Complain

You can make a complaint by contacting us using one of the following methods:



Call us

Head Office, London
London (Mayfair)

+44 (0)20 7315 8500
+44 (0)20 7355 8230



Visit us

If you would like to speak to us in person, please come and see us at your account holding branch.



Write to us

EAB plc
13-15 Moorgate
London
EC2R 6AD

London (Mayfair)
35 Park Lane
London
W1K 1RB



Email us

EAB-Compliance-London@eabplc.com



Finding the best solution

For us to deal with your complaint quickly and efficiently, we will need to know:

- Your name, address and contact number
- Your account number
- What has gone wrong and when it happened
- What you would like us to do to put it right

Once we receive your complaint, we will try to resolve it as soon as possible. In some situations, we may not be able to resolve the complaint immediately, however, we will aim to resolve it within 3 business days.

If we are able to resolve your complaint within 3 business days, a Summary Resolution letter will be sent to you explaining that the complaint has been resolved and other steps that you may take if you are still unhappy.

Be assured we are committed to getting your complaint resolved as quickly as possible, however, some complaints are more complex and therefore, will take longer for us to investigate.

If that's the case we will write to you to:

- acknowledge your concerns and to let you know that we are looking into them and when you can expect to hear from us; and
- provide a contact number and reference in case you need to contact us.

Once we have thoroughly investigated your complaint we will send you our final response within 15 business days. If we are unable to fully conclude our investigations by that time we will provide a further update and advise you of next steps.



Financial
Ombudsman
Service

If you are still unhappy

If you are not satisfied – perhaps because we have exceeded the 15 business days and / or you are unhappy with our final response for any reason, you may be able to refer the matter to the Financial Ombudsman Service.

The Financial Ombudsman Service is a free, independent service that looks into disputes between financial business and their customers. There is language assistance available, for example Arabic and French.

You can contact them directly using any of the methods below. You have six months from the date of our final response letter to refer your complaint to them.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

Consumer Help Line:

- 0800 023 4 567** - Calls to this number are normally free for people ringing from a “fixed line” phone – but charges may apply if you call from a mobile phone
- 0300 123 9 123** - Calls to this number cost no more than calls to 01 and 02 numbers
- + 44 20 7964 0500** - for calls from outside the UK

www.eabplc.com

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