

## A guide to making a complaint

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We are committed to providing our customers with the highest standard of service. If things do go wrong or you are unhappy with the level of support or customer service you have received, please get in touch and we will endeavour to resolve the issue fairly and quickly.

### How do I make a complaint?

If you wish to make a complaint, you can either contact us directly by phone on 0818 211 788 from 8am to 8pm Monday to Friday (excluding Bank Holidays) or from 8am to 2pm on Saturdays, through our website or outline your complaint to us in writing to:

Customer Advocate Office,  
Bankinter,  
PO Box 25,  
Carrick On Shannon,  
Co. Leitrim

### What is the process for dealing with my complaint?

We will attempt to resolve your complaint right away. If it cannot be resolved immediately, we will send you a written acknowledgment within 5 business days and provide the name of the person dealing with the issue. We will fully investigate your complaint and will provide you with updates at least every 20 business days.

If the complaint is not resolved within 40 business days, we will write to you with an update on when you can expect us to resolve your complaint. Within 5 business days of the completion of the investigation we will write to you to let you know the outcome and where applicable, the terms of any offer or settlement being made.

### What can I do if I am not satisfied?

We endeavour to achieve a satisfactory outcome with our customers, but if you are not satisfied with how we handled your complaint, or if eight weeks have passed since you first brought your complaint to our attention, you can refer the matter to the Financial Services and Pensions Ombudsman using the contact details below.

**Financial Services and Pensions Ombudsman,  
3rd Floor,  
Lincoln House,  
Lincoln Place,  
Dublin 2**

**Phone: (01) 567 7000  
Website: [www.fspo.ie](http://www.fspo.ie)**