

Making it Right: Our Complaints Procedure

Help us to put things right when things go wrong

Reliance Bank is committed to delivering an efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a customer. We are always keen to hear the views of our customers about our performance generally.

We support fully the regulatory principal of Treating Customers Fairly.

How to make a complaint

You can make a complaint in person, in writing, by email or by telephone.

To help us resolve your complaint we will need the following information:

- Your full name and address
- Your account number if you are already a customer
- A daytime contact number and a preferred contact time
- Details of the Banking product your complaint is about
- Any particular actions you wish us to take to resolve your complaint

By post:

If you wish to make a complaint by post, send your written complaint to:

Reliance Bank Limited
23 Lovat Lane
London
EC3R 8EB

By telephone:

If you wish to log your complaint over the phone, call us at **0207 398 5450**

By email:

If you would rather email us your complaint, you may do so at:

customer.experience@reliancebankltd.com

We aim to deal with all complaints as quickly as possible; this will be usually be within 15 days. However, some complaints may be a bit more complex, and may take longer to reach a conclusion. In those situations, we will always keep you updated on our progress and try to reach a conclusion within 8 weeks from receiving the complaint. If we have not resolved your complaint within this time, or you are not satisfied with the resolution that we have come to, you have the right to refer your complaint to the Financial Ombudsman Service (FOS).

Referring a Complaint to the Financial Ombudsman Service

The Financial Ombudsman is an independent third party which aims to help protect customers of certain financial institutions. You may refer your complaint to the FOS by post, online or telephone.

By post:

To contact the FOS by post, send your correspondence to:

The Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

By email:

You may contact the FOS by email at:

complaint.info@financial-ombudsman.org.uk

By telephone

If you wish to speak with someone at the FOS, you can reach them at **0800 0234567**