

Complaints procedure

Introduction

We are committed to upholding the highest standards of integrity in our industry. However, we recognise that sometimes our services do not meet your expectations.

Should you have any cause for complaint about our services please raise the matter in the first instance with the person who handles your account. Alternatively, you may contact the Compliance Department, Willis Towers Watson House, Elm Park Business Campus, Merrion Road, Dublin 4, D04P231.

We appreciate that you have advised us of your concern. This leaflet explains what you can expect us to do now that you have raised your complaint with us.

What will happen if you complain?

We will acknowledge your complaint within 5 working days of receipt and advise you who is the prime contact for handling your complaint

We aim to resolve complaints within 40 working days of receipt but if that is not possible, we will keep you informed on the progress every 20 working days and advise when we expect to provide our final response

Once an assessment and full investigation of your concern has been made, we will send you our final response within 5 working days

If you are unhappy with the progress

If you are not satisfied with the response to your complaint and you are an eligible complainant, you have the right to refer your complaint to the Financial Services and Pensions Ombudsman.

Financial Services and Pensions Ombudsman

Lincoln House Lincoln Place Dublin 2, D02 VH29
info@fspo.ie
www.fspo.ie
+353 1 567 7000

Disclaimer

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