



## **Asset finance**

ROI complaints  
procedure

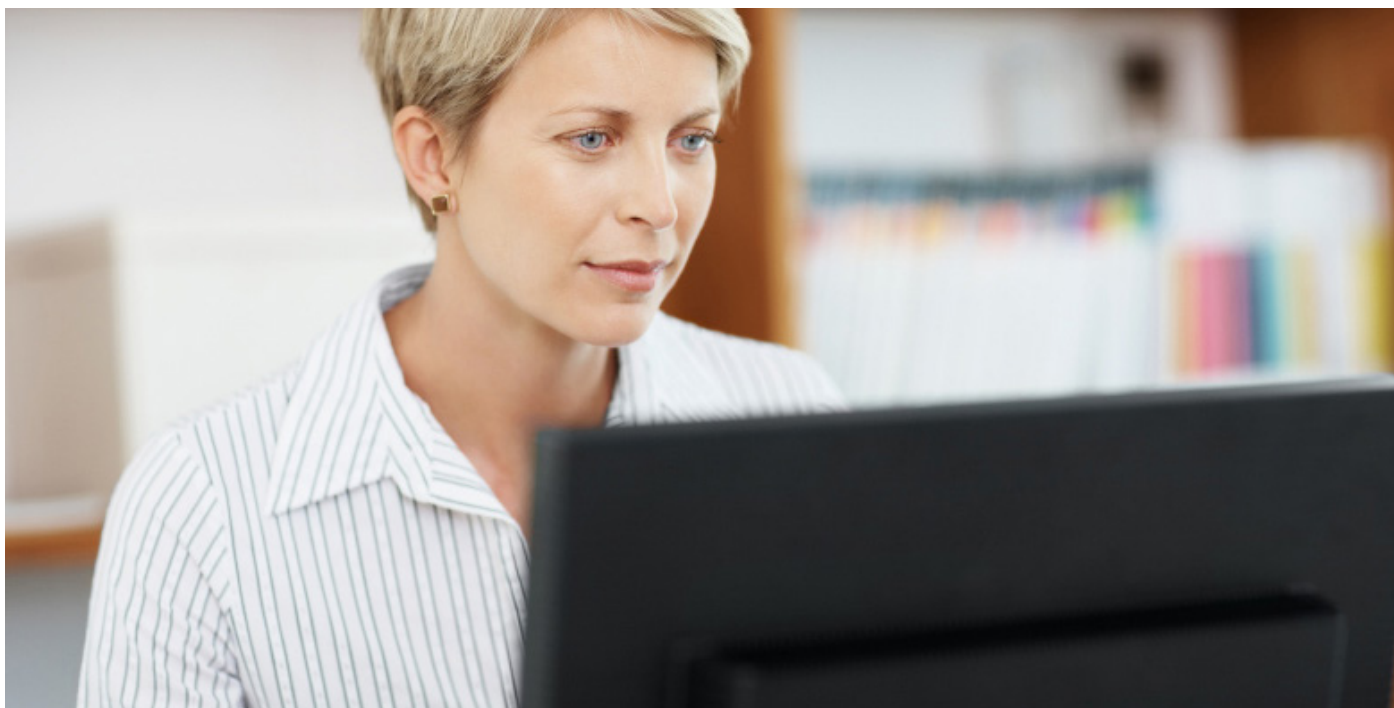


**Close Brothers**  
Commercial Finance

Modern Merchant Banking

# Contents

If you have a complaint	1
If we can't resolve the matter straight away?	1
Complaints that require further investigation	1
Our response	2



### If you have a complaint

We are committed to providing products and services of the highest standard. Should you feel we've fallen short of this, we would like to know as your feedback is very important to us and helps improve the service for all our customers.

Where you wish to raise a complaint, you may contact us verbally over the telephone or in writing if preferred, using the following contact details:

#### By Phone:

You can call between the hours of 9am and 5pm Monday to Friday on +353 1 89 33400

#### By Email:

[complaints.ireland@closebrothers.com](mailto:complaints.ireland@closebrothers.com)

#### By Post:

Close Brothers Commercial Finance  
Swift Square  
Building 1  
Santry Demesne  
Northwood  
Dublin 9, D09 A0E4

### If we can't resolve the matter straight away?

Wherever possible, we will attempt to resolve the matter on first contact with yourself. Where a more detailed investigation is required, or we have been unable to speak with you, we will acknowledge your complaint in writing within five working days of receiving it and provide you with the contact details of your complaint handler. If we receive a complaint outside normal working hours, it is treated as if it had arrived at the start of the next working day.

#### Complaints that require further investigation

We will always try to resolve your complaint as quickly as possible. If we are unable to do this, we will write to you within 20 working days to update you on the progress we have made.

In the unlikely event that it takes longer than anticipated to investigate your complaint we will write to you within 40 working days:

- Explaining why we have been unable to reach a decision
- To let you know when you can expect our final decision
- Provide contact details for the Financial Services and Pensions Ombudsman and explain their service





## Our response

Once we have fully investigated your complaint, we will write to you confirming our decision within five working days, where applicable the terms of any offer of redress to be offered and the details of the Financial Services and Pensions Ombudsman (FSPO). The FSPO is a statutory officer who deals independently with unresolved complaints from consumers.

If we are unable to resolve your complaint in relation to your finance agreement and you are either: (i) An Individual, (ii) A Limited Company, (iii) A Sole Trader, (iv) A Trust, (v) A Club, (vi) A Charity, or (vii) A Partnership you may be able to refer it to the FSPO.

Should you be dissatisfied with our response you may contact the FSPO, using the contact details below:

**Address:**

Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2, D02 VH29

**Telephone:**

+353 1 567 7000

**Email:**

[info@fspo.ie](mailto:info@fspo.ie)

**Website:**

[www.fspo.ie](http://www.fspo.ie)

Should you wish to discuss the handling of your complaint or our complaint procedures you can also contact us on +44 203 816 8919 or email [complaints.cbaf@closebrothers.com](mailto:complaints.cbaf@closebrothers.com)

