

COMPLAINTS CHARTER

Close Brothers Motor Finance is committed to providing the highest standard of service whilst providing for your financial needs. There may come a time when our service does not meet your expectations. Should this happen, please let us know and we will endeavour to resolve the issue quickly, fairly and responsibly. However, should you feel the need to escalate your complaint, you can take it further.

How to make a complaint:

T 01 644 8900

E complaints.ie@closebrothers.com

Close Brothers Finance DAC
Complaints Manager
Unit 18 Northwood House
Santry
Dublin 9
Ireland

We aim to resolve your complaint **within 5 working days**. However, sometimes it may take longer to resolve your complaint. If this happens, we will advise you of this and keep you updated.

Should your complaint take more than five days to resolve, we will send you a letter with the name of a dedicated employee who will be your point of contact for any updates. We will provide you with regular written updates at intervals not greater than 20 days.

If you are not satisfied with our final response to your complaint you are entitled to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO). Details on how to refer a complaint to the FSPO are available at:

[How to make a complaint to the FSPO | Financial Services and Pensions Ombudsman.](#)