

First Commercial Bank London Branch

How to Complain our Services

Although we set ourselves high standards, if our services do not meet your expectations and you are dissatisfied in some way, we would like to know and our staff will be pleased to help. If you are still not satisfied, please follow the steps below so that your complaint will be dealt with in the most efficient way possible. Complaints can be made by any reasonable means including by letter, telephone, in person or by e-mail.

- Step 1 Send full details of your complaint to the departmental manager who provides the service in question. Our branch address is 29 Wilson Street, London EC2M 2SJ, and our email address is i921b@firstbank.com.tw (Tel: 020 7417 0000; Fax: 020 7417 0011)

We will acknowledge your letter as soon as possible and additional investigations into your complaint will be undertaken.

- Step 2 If you are still unhappy with the resolution, you should write directly to the General Manager of this branch at the above address.
- Step 3 By the end of eight weeks after receipt of your complaint, should all of the above steps fail to resolve the issue, you may refer the dispute to:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Tel: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Website: <https://www.financial-ombudsman.org.uk/>

The Ombudsman is an independent adjudicator who can investigate and make a decision about outstanding disputes. They will only deal with a complaint once it has gone through our internal complaint resolution process and remain unresolved.

We are a member of the Financial Ombudsman Service Scheme and are covered by the Financial Ombudsman Service. The complaint procedure outlined above does not affect your legal rights.