

Complaint Procedure for Customers - MBUK

To our valued customers

We are committed to providing a high standard of customer service. If you are not satisfied with any part of our service, we have procedures in place to deal with your concerns effectively and correctly. If you have a complaint, please make sure your usual contact at the bank knows about it. Please provide as much relevant information as possible including your account details, the part of the business involved, a summary of your complaint and any action already taken to deal with the issue.

You can contact us by:

- Visiting our office to talk to one of our Customer Services Department members between 8:30am to 3:30pm
- Calling us on 0207 361 0681 or 0207 361 0698. We are opening from 8am to 4pm Monday to Friday (our office is closed at weekends and UK public/bank holidays)
- Sending your complaint in writing either by email to info@mellibank.com (marked for the attention of the Customer Services Department) or by post to:

The manager, Customer Services Department
Melli Bank Plc
98a High Street Kensington,
London W8 4SG

One of our complaint handlers will make sure your complaint is fully investigated and dealt with promptly and impartially.

We will write to you within three working days after receipt of the complaint. We will tell you what we have done to resolve the problem, or acknowledge your complaint and let you know when you can expect a full response. We will also let you know the name and contact details of the person or the department dealing with your case.

We strive to deal with any complaint in a way that you are satisfied with. However, if we have not issued our response within eight weeks from the date you first raised your complaint, or if you are dissatisfied with our response, you may refer your complaint to the Financial Ombudsman Service for an independent review.

You should send your complaint to:

Financial Ombudsman Service Exchange Tower London E14 9SR

Phone: 0800 023 4567 E-mail: complaint.info@financial-ombudsman.org.uk Web:
www.financial-ombudsman.org.uk

You must normally refer your complaint to the Financial Ombudsman Service within six months of the date of our final response. Their website provides you with details of how to make a complaint against the Bank and provides a questionnaire for you to complete.