



FINANCE IRELAND

Suggestions & Complaints

At Finance Ireland we are committed to providing the highest level of customer service possible. As a customer of Finance Ireland we hope you have experienced an efficient and courteous service. If you are not satisfied with any aspect of our service or have any suggestions as to how we can improve our service please let us know.

To register your complaint or suggestions please complete the enclosed form and return by email to info@financeireland.ie or by post to Customer Services, Finance Ireland, 65 Pembroke Road, Dublin 4.

Complaints Form

Customer Name:

Customer Number:

Agreement Number:

Customer Address:

Customer Contact Number:

Customer Email Address:

Describe in Detail the Nature of your Complaint:

Complaints Form

Describe what actions you would like us to take to resolve your complaint:

Describe what measures can be taken to avoid a repeat of your complaint:

Customer Signature:

Date:

Complaints Form

What happens next?

The complaint will be fully investigated by us and if it is not resolved to your satisfaction within five business days, a written response will be provided to you. If for some reason we haven't resolved your complaint within 20 business days we will send you a written update. In accordance with the Consumer protection Code we attempt to investigate and resolve a complaint within 40 business days. In exceptional circumstances, where the matter is not resolved within 40 business days we will write to inform you and let you know when you can expect a full reply. We will also include contact details of the Financial Services Ombudsman.

What if I want to take the matter further?

You may refer your complaint to the Financial Services Ombudsman for arbitration.

The Ombudsman is an independent adjudicator whose services are available free of charge to customers who have unresolved complaints with their service provider. The Ombudsman will only become involved after the matter has been processed through Finance Ireland Leasing internal complaint procedures so it is important that you firstly give us the opportunity to resolve your problem.

The Ombudsman may be contacted at the following address:

Financial Services Ombudsman's Bureau

3rd Floor, Lincoln House

Lincoln Place, Dublin 2

Lo Call: 1890 882 090

Tel: (01) 662 0899