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# FINANCE IRELAND

Complaints Handling Procedure

# Complaints Handling Procedure

We are committed to providing excellent customer service and are sorry if we have not met your expectations.

If you are a consumer and wish to make a complaint, you may do so through our online complaint form <https://www.financeireland.ie/complaints>, in writing or by phone using the contact details provided below.

We take all complaints seriously and if we cannot deal with your complaint within five working days, we will send you a letter letting you know that we have got your complaint. We will also tell you the name of the person dealing with your complaint.

If you sent your complaint through our online form on our website, we will send an acknowledgement straight away to let you know we have received it.

We will provide you with updates every 20 working days until we have completed our investigation.

We will aim to resolve your complaint within 40 working days. If your complaint is not resolved within 40 working days, we'll explain why and tell you when we expect to give you a final response.

Once we have completed our investigation, we will send you a final response letter within five working days telling you the outcome of your complaint.

If after 40 working days we have been unable to resolve your complaint or you are unhappy with our response, you may be entitled to refer the matter to the Financial Services and Pensions Ombudsman.

Financial Services & Pension Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29

Contact: +353 1 567 7000

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

## Our contact details:

### Finance Ireland Motor and Leasing

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Clerkin House  
85 Pembroke Road  
Ballsbridge  
Dublin 4  
D04 YN53  
[fimlcomplaints@financeireland.ie](mailto:fimlcomplaints@financeireland.ie)  
**+353 1 642 5380**

### Finance Ireland Leasing

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Clerkin House,  
85 Pembroke Road  
Ballsbridge  
Dublin 4  
D04 YN53  
[leasing@financeireland.ie](mailto:leasing@financeireland.ie)  
**+353 1 639 1370**

### Finance Ireland Commercial Mortgages

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23 Shelbourne Road  
  
Dublin 4  
D04 PY68  
[commercialmortgages@financeireland.ie](mailto:commercialmortgages@financeireland.ie)  
**+353 1 639 1380**

### Finance Ireland Agri

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Clerkin House  
85 Pembroke Road  
Ballsbridge  
Dublin 4  
D04 YN53  
[agri@financeireland.ie](mailto:agri@financeireland.ie)  
**+353 1 647 0255**

### Finance Ireland Premium Finance

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Clerkin House  
85 Pembroke Road  
Ballsbridge  
Dublin 4  
D04 YN53  
[ipf@financeireland.ie](mailto:ipf@financeireland.ie)  
**+353 1 647 0256**

### Finance Ireland Residential Mortgages

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c/o Pepper Advantage,  
4310 Atlantic Avenue  
Westpark Business Campus  
Shannon  
Co. Clare

[residentialmortgages@financeireland.ie](mailto:residentialmortgages@financeireland.ie)  
**0818 995 995**

Finance Ireland Credit Solutions Designated Activity Company, trading as Finance Ireland, Finance Ireland Motor and Leasing, Finance Ireland Residential Mortgages, Finance Ireland Commercial Mortgages, Finance Ireland Agri, Finance Ireland Leasing, Finance Ireland Premium Finance and Polestar Financial Services, is regulated by the Central Bank of Ireland. Company registration number 549222.

Company registration number 549222. Registered address: Clerkin House, 85 Pembroke Road, Ballsbridge, Dublin 4, D04 YN53, Ireland.

Directors: W. Kane, K. Murnaghan, J. Hickey, D. Daly, R. Murphy