



## Complaints Procedures.

At Maybank we are committed to providing you with a first-class service and effectively delivering the products and services you need. If for any reason you are not entirely satisfied with any aspect of our service or if you think we have made a mistake, please let us know as soon as possible. We will investigate the situation and, if necessary, set about putting matters right as quickly as possible. Where appropriate we will also take steps to prevent recurrence. Please allow us the first opportunity to answer your concerns and put matters right.

You may contact us at +44 (0) 207 6380561 during business hours or, alternatively you may write to our registered office address.

1. What happens when you first complaint?

We will always try to resolve your concerns there and then. If this is not possible, we will fully investigate all the issues you have raised and aim to resolve them as quickly as we can, by speaking with you or writing to you. Sometimes it may take a little longer to resolve matters - if this is the case, we will keep you updated on our progress throughout.

2. What can you do if you are not satisfied with the response to your complaint?

Clearly, we always want to be able to resolve your concerns. If you consider that our response to your complaint still does not fully address your issues, please let us know so we can understand if there is anything more we can do.

However, where you are not satisfied with our final response or eight weeks have passed since you first raised your complaint, you have the right to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service will only consider your complaint once you have tried to resolve it with us, so please take up your concerns with us first and we will do all we can to help. You have six months from the date of our final response to refer your complaint to them.

Phone	0800 023 4567 or 0300 123 9123 +44 20 7964 0500 (outside UK)
Email address	<a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>
Address	The Financial Ombudsman Service Exchange Tower London E14 9SR
Website	<a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>