

COMPLAINTS PROCEDURE

If you have a complaint

Here at CAF Bank, we value your custom highly and aim to ensure you are entirely satisfied with our service. If, however, you are dissatisfied in any way, we would like to hear from you. We will do our best to resolve your concerns fully and promptly.

To raise an issue or make a complaint, please call our Customer Service team on **03000 123 456** between 9am and 5pm Monday to Friday, except English bank holidays. The team is fully trained in helping resolve issues and all calls are recorded. Alternatively, you can email us at **cafbank@cafonline.org** or write to us at: **CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ**

We will make every effort to resolve all your concerns internally and promptly. We aim to send a final response to all payment service complaints within a time period of 15 business days. Exceptional circumstances beyond our control means we may take up to 35 business days. Complaints that are not about a payment service will be responded to within eight weeks. If you are not satisfied with our final response or if eight weeks have passed since you first raised your complaint with us, you may have the right to refer your complaint to the Financial Ombudsman Service.

If eligible, we will send you a leaflet providing more details about the Financial Ombudsman Service when we deal with your complaint. You can also find more information at **www.financial-ombudsman.org.uk**

Registered office: CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
T: 03000 123 456 **E:** cafbank@cafonline.org **W:** www.cafonline.org/caf-bank

Telephone calls may be monitored or recorded to comply with relevant legislation and for training purposes. Lines are open Monday to Friday 9am - 5pm (excluding English bank holidays).

CAF Bank Limited (CBL) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 204451. Authorisation can be checked on the financial services register at www.fca.org.uk
CBL Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered under number 1837656. CBL is a subsidiary of Charities Aid Foundation (registered charity number 268369).