

# COMPLAINTS PROCEDURE

## If you have a complaint

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Here at CAF Bank, we value your custom highly and trust you will be entirely satisfied with our service. If, however, you do have a comment or complaint about us we would like to hear from you. We will do our utmost to resolve your concerns fully and promptly.

If you have 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 matters of this nature 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**

You will receive our initial response, acknowledging your complaint, within five working days. We will do our best to find a satisfactory solution to the issue straight away. If we cannot resolve the problem immediately, then we will write to you. This is to check that we fully understand the problem and to let you know who will be investigating it further.

We hope to be able to deal with most complaints within four weeks. Where we are unable to do so, we will write to you at the end of four weeks and advise you when we hope to be able to contact you further.

If you are dissatisfied with our response, or we have taken more than eight weeks to send you one, you may be entitled to refer your complaint to the Financial Ombudsman Service.

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 for security/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](http://www.fca.org.uk). CBL Registered office is 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ. Registered under number 1837656.  
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