FIMBANK

If you feel that you have been treated unfairly, or are dissatisfied with any of our products and/or services, you are kindly requested to direct your complaint using the following procedure.

1) We kindly request you to first discuss the matter with our Helpdesk team or your FIMBank Relationship Manager who will try to resolve the complaint.

2) If you are not satisfied with the outcome or should you wish to avoid going through the above mentioned contacts, you may submit your complaint by either using the online form or contact the Complaints Officer directly as per details below:

Complaints Officer
FIMBank p.l.c
Mercury Tower, The Exchange Financial & Business Centre
Elia Zammit Street,
St Julian's STJ 3155, Malta
Tel: (+356) 21322100

Email: complaintsofficer@fimbank.com

3) Finally may we bring to your attention that if your complaint has not been addressed satisfactorily through our internal complaint procedure, you have the right to present the case to the Office of the Arbiter for Financial Services, at the following address:

Office of the Arbiter for Financial Services
First Floor, St Calcedonius Square
Floriana FRN5130
Malta

Email: complaint.info@financialarbiter.org.mt

Please note that your complaint to the Office of the Arbiter for Financial Services is without prejudice to any rights you may have at law against the Bank and/or any of its subsidiaries, including but not limited to any right to institute legal proceedings.

Lodging the Complaint

When lodging a complaint kindly provide us with the following information:

Personal Details:	Details of Complaint:
Name & Surname	Date/s of Event/s
ID Number/ Passport Number	Contact Person/s at the Bank
Email	Information given to you
Phone	Detailed Explanation of the facts
Address	Any letters, correspondence or documents

Any complaint submitted to FIMBank p.l.c. whether directly or via a third party, will be formally documented and recorded.

FIMBank p.l.c. commits itself to investigate the matter and revert with a comprehensive response within a reasonable time frame.