


FIMBANK

At FIMBank, we appreciate and value feedback on your experiences concerning our products and services. For this reason, we want to make sure that you are aware on how to contact us in case you believe that the standard of service is not up to your expectations or feel that you haven't been treated fairly. We commit ourselves to investigate your complaint in the shortest time possible, and if necessary we shall seek to resolve the issue within a reasonable timeframe.

Complaint submission process:

- 1) Firstly, discuss the matter with our Helpdesk team or your FIMBank Relationship Manager who will try to resolve the complaint.
- 2) Alternatively, if you are not in agreement with the resolution you receive, you may choose to have your case reviewed by the complaints handling team by emailing complaints.team@fimbank.com
- 3) 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

- 4) Finally, if despite our best efforts you are not entirely satisfied with the outcome of our complaint handling, you have the right to refer the matter to the Office of the Arbiter for Financial Services at:

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.