



FIMBANK

If you believe to have a problem with any aspect of our products or service, or are dissatisfied or feel that you have been misled or treated unfairly, you have the right to complain. You may complain directly with us or use a third party to do so – an intermediary, a legal representative or even report the matter directly to a regulatory body. You may do so face-to-face, by phone, in writing or electronically, using this web-based procedure. If you wish to complain, we suggest that you:

1. First discuss the matter with your Account Officer who will try to resolve the problem immediately. If the complaint cannot be resolved immediately the Account Officer will explain to you what action will be taken, and inform you of an approximate date when a definite reply will be given to you.
2. If you are still not satisfied, you may refer the matter directly to the:

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. Should you not be satisfied with our decision, at any time you may refer your complaint to the Consumer Complaints Manager at the Malta Financial Services Authority:

Consumer Complaints Manager
Malta Financial Services Authority
Notabile Road
Attard
Tel: 21441155
Email: consumerinfo@mfsa.com.mt

You may also decide to go directly to the Consumer Complaints Manager with your complaint and have it dealt with on your behalf, in which case it will be dealt with as follows:

1. We will acknowledge receipt of the complaint within five working days;
2. We will enter your complaint into our formal process and advise the MFSA of the investigation taking place.

When you submit a complaint, whether directly to us or through a third party, it will be formally documented and recorded.

We commit ourselves to investigate the matter within the shortest time possible and a comprehensive response is sent to you as early as practicable.

Lodging the Complaint

When lodging a complaint it is important to provide us with, as a minimum, the following information:

Personal Details:

Name & Surname
ID Number/ Passport Number
Email
Phone
Address

Details of Complaint:

Date/s of Event/s
Contact Person/s at the Bank
Information given to you
Detailed Explanation of the facts
Any letters, correspondence or documents