

## The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation. They sort out complaints consumers and financial businesses haven't been able to resolve between themselves.

If for some reason we haven't been able to resolve your complaint within 8 weeks, or you're not satisfied with the resolution you can refer your complaint to the Financial Ombudsman Service.

If you receive a final response letter from us, and you want to contact the Financial Ombudsman Service, you'll need to do this within 6 months of receiving our final response letter.

To find out more about the service visit [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

**i** You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Alternatively, you can phone them on **0800 023 4567**.

**Q** Braille, large print or audio format?  
If you'd like this information in another format, call us on **03457 24 24 24** (Minicom 0800 404 6160)

The Royal Bank of Scotland plc.  
Registered Office: 36 St Andrew Square,  
Edinburgh EH2 2YB.  
Registered in Scotland No. SC083026.

RBSL449 30 November 2019

## What we'll do next

We'll always do our best to fix the issue straight away. Please allow us up to 8 weeks to resolve a complaint. We hope to do this much quicker and we'll keep you updated step-by-step.

We will aim to resolve payment related complaints within 15 business days.



### Step 1

If we haven't managed to resolve your complaint, we'll be in touch with an update no later than 10 days after you logged it. We'll give you details of how we intend to resolve your complaint and a note of your complaint reference number.

If we need to call you to find out more, it's worth knowing that some calls may display as 'unknown', 'private' or 'withheld' on certain handsets. We'll send you a text where we can, to let you know we're trying to reach you. We'll also send an email if you give us an address – check your junk email in case these messages end up there.

### Step 2

We'll keep you updated regularly, but if you have any questions you'll be able to contact our complaints team directly.

### Step 3

We will try to resolve your complaint as quickly as possible, and we'll keep you updated on the progress we are making. If you're unhappy with our progress, you can contact our complaints team through our online form, on WebChat, or on the phone.

 For further information visit [rbs.co.uk/howtocomplain](http://rbs.co.uk/howtocomplain)

## Making things better

Here's how to let us know about any problems

 Royal Bank of Scotland

Generated at: Thu Nov 7 16:11:47 2019

tag:

client	THE ROYAL BANK OF SCOTLAND	publication	Publication
account	PPB Dist and Digital Channels	size	210mm H x 99mm W
project	68213 RB NW Complain Leaflets	ins date	01 Jan 1998
job title	Complaint Leaflets	language	Eng
order no	NO FEES	country	UK

Operator

QC

Acc. Handler

234018339v1

# We're sorry something went wrong

## Please tell us what happened so we can fix it

We always try to give you the best possible service, but occasionally we don't get things quite right. Bringing this to our attention gives us an opportunity to put matters right and improve our customer service.

## What to do

Whichever way you contact us, we'll start investigating straight away.

### Online

Visit [rbs.co.uk/howtocomplain](https://rbs.co.uk/howtocomplain) and you'll be able to:

- Use our live WebChat service – over 75% of complaints raised this way are resolved on the same day
- email us using our online complaint form

### By phone

You can call anytime – we're open round the clock. When you call, you'll need to have your account information or your telephone banking details to hand. We may record your call.

#### If you're a personal customer:

With an account in Scotland  
UK: **03457 24 24 24**  
Overseas: **+44 131 549 8888**  
Minicom: **0800 404 6160**

With an account in England or Wales  
UK: **0345 900 0400**  
Overseas: **+44 131 242 0017**  
Minicom: **0800 068 1289**



#### If you're a Private customer:

With a Private Banking Manager  
UK: **0333 202 3332**  
Overseas: **+44 131 278 3507**  
Minicom: **0800 027 1398**

\*Or you can call your Private Banking Manager directly

Without a Private Banking Manager  
UK: **03457 24 24 24**  
Overseas: **+44 131 549 8888**  
Minicom: **0800 404 6160**

#### If you're a business customer:

With an account in Scotland  
UK: **0345 600 2230**  
Overseas: **+44 131 549 8888**  
Minicom: **0800 900 5961**

With an account in England or Wales  
UK: **0345 307 0900**  
Overseas: **+44 131 549 8888**  
Minicom: **0800 900 5961**

If you're a Commercial or Corporate customer: Businesses with a turnover over £2m annually, please call your Relationship Manager

#### If you're a credit card customer:

Customers in Scotland  
UK: **0370 907 0010**  
Overseas: **+44 126 850 8018**  
Minicom: **0800 141 3999**

Customers in England or Wales  
UK: **0345 366 1186**  
Overseas: **+44 126 850 8018**  
Minicom: **0800 141 3999**

### In person

Visit any of our branches and talk to one of our team. You can find your nearest branch and its opening hours at [rbs.co.uk/branch](https://rbs.co.uk/branch)

### In writing

#### Personal customers

Customer Relations Manager,  
4th Floor, 2 St Phillips Place,  
Birmingham  
B3 2RB

#### Business customers

Customer Relations Manager,  
1st Floor, 2 St Phillips Place,  
Birmingham  
B3 2RB

#### Credit card customers

The Royal Bank of Scotland  
PO Box 5747  
Southend-on-Sea  
SS1 9AJ

## What we'll need to know:

In order to capture, record and fully understand your complaint we will need some or all of the following information:

- ✓ Your name and address
- ✓ Your account number and sort code or credit card number
- ✓ When your issue occurred
- ✓ A description of your complaint
- ✓ Any names or dates you've noted if you've already spoken to someone about this problem
- ✓ How you've been affected by this
- ✓ A contact number and convenient time to contact you

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