



**Whatever's keeping your hands full –
we hope it's not a complaint with your bank,
insurance company or finance firm.**

If it is – the ombudsman can help.

The ombudsman has official powers to settle financial complaints you can't sort out yourself.

Set up by law, our service is free for consumers. We're completely independent and decide what's fair by looking at the facts.

If we uphold your complaint, we can order things to be put right for you.

Find out more about how we settle financial complaints at www.financial-ombudsman.org.uk or phone us on 0845 080 1800.



Financial
Ombudsman
Service

The power to settle financial complaints.