

Customer Complaints Policy

Irish Bank Resolution Corporation Limited and IBRC Assurance Company Limited (collectively IBRC) prides itself on offering fast, efficient and highly personalised customer service, in all aspects of customer dealings with them. As part of IBRC's customer focused approach, it is the policy of IBRC to ensure that:

1. All customer complaints are promptly escalated to the attention of the relevant division manager.
2. All customer complaints are dealt with fairly and promptly and that all issues are resolved as quickly as possible.
3. In dealing with any complaints, customers will feel that we have handled their issue(s) in a courteous, prompt and professional manner.
4. Where any customer is dissatisfied with the outcome of our managerial efforts to resolve their complaint, the matter will be raised with a senior executive in IBRC.
5. Customers are notified of their rights to refer their complaint to the Financial Services Ombudsman.

Identification of a customer complaint

A customer complaint can be defined as any expression of dissatisfaction, made by a customer of IBRC, about any business, personal service or product provided by IBRC. Any complaints may be raised by a customer, in writing, by phone, in a face to face meeting or by a third party acting for that customer (*intermediary, legal representative or regulatory body*).

Making a complaint

To make a complaint, you may contact any member of staff or the Head of the relevant Business Section as follows:
Head of Corporate Treasury or Head of Wealth Management Ireland or the Head of Lending at:

Irish Bank Resolution Corporation Limited
Stephen Court
18/21 St. Stephen's Green
Dublin 2

Customer Complaints Procedure

- **Step 1.** Any complaint raised is recorded and documented, in full on the Customer Complaint System under the categories defined by the Irish Banking Federation and the Central Bank of Ireland.
- **Step 2.** The relevant division manager is immediately notified of your complaint.
- **Step 3.** Acknowledgement of this complaint is then communicated to you in writing by the bank within five business days should it not be otherwise resolved. This acknowledgment will also include the name of the person(s) appointed to your complaint.

- **Step 4.** If your complaint has not been resolved following immediate contact with you as per Step (3) above, the complaint is then actively investigated and a comprehensive response is sent to you within twenty working days following receipt of the complaint.
- **Step 5.** Any subsequent or follow-up enquiries received will continue to be dealt with by the person appointed to look after your complaint until the complaint is resolved to your full satisfaction.
- **Step 6.** Following this process, should your complaint remain unresolved you will receive an up date every twenty business days following our initial receipt of your complaint.
- **Step 7.** You have the right to refer the complaint to the Financial Services Ombudsman. We will include the Financial Services Ombudsman's contact details in our letter of final response.

Financial Services Ombudsman
3rd Floor Lincoln House
Lincoln Place
Dublin 2

Local: 1890 88 20 90
Tel: (01) 6620899
Fax: (01) 6620890
E-mail: enquiries@financialombudsman.ie

- **Step 8.** If a complaint is raised by the Central Bank of Ireland or the Financial Services Ombudsman on your behalf, it will be dealt with as follows:
 1. We will acknowledge receipt of the complaint within five working days.
 2. If the complaint has not already gone through our formal process above, we will enter it into that process and advise the Central Bank of Ireland or the Financial Services Ombudsman of this.
 3. If the complaint has been through our formal process above, we will review the outcome and reply to the Central Bank of Ireland or the Financial Services Ombudsman within twenty five working days.
- **Step 9.** All correspondence on customer complaint related issues will be retained for a minimum period of six years from the date of the last correspondence on the issue.

Continual Improvement of Customer Service

As part of IBRC's customer complaints policy, any issue that results in customer dissatisfaction is thoroughly investigated, from procedures to sales processes, to ensure that IBRC's customer service standards are preserved.