

Call us on  
**01 4649000**

Write to us at  
Cabot Financial (Ireland) Limited  
PO Box No. 11151  
Tallaght, Dublin 24



## **Complaints Procedure Leaflet**

### **Our commitment to you**

At Cabot Financial Ireland Ltd each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

### **Cabot Financial Ireland Ltd Complaints Procedure**

1) We acknowledge your complaint within 5 working days of receipt of your complaint.

2) We will investigate your complaint and endeavor to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

3) We will endeavor to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4) If more than 8 weeks from the date of your complaint has passed and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Services Ombudsman (FSO)  
3rd Floor,  
Lincoln House,  
Lincoln Place,  
Dublin 2.

You must refer your complaint to the Financial Services Ombudsman within a reasonable timeframe.

Cabot Financial (Ireland) Limited, registered in Ireland No: 144084 VAT No. IE6540845W.

Web: [www.cabotfinancial.ie](http://www.cabotfinancial.ie). Registered Office: Block D, Cookstown Court, Old Belgard Road, Tallaght, Dublin 24.

Directors: S. Webb, K Stannard (UK), C. Buick (UK), O Hughes, N. Purcell, C. Devery.

Cabot Financial (Ireland) Ltd stands authorised as a Credit Servicing Firm pursuant to section 34F of the Central Bank Act 1997. Cabot Financial (Ireland) Limited is registered as a Data Controller with the Office of the Data Protection Commissioner under ref. 6115/A