

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 endeavour 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 endeavour 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 and Pensions Ombudsman (FSPO)
3rd Floor,
Lincoln House,
Lincoln Place,
Dublin 2.

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

Cabot Financial (Ireland) Limited

Registered Office: Block D, Cookstown Court, Old Belgard Road, Tallaght, Dublin 24. Telephone: +353 1 6608011 Website: www.cabotfinancial.ie

Cabot Financial (Ireland) Ltd. is regulated by the Central Bank of Ireland

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