

Cabot Financial (Ireland) Limited – Complaints Procedure Leaflet

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

We will acknowledge your complaint in writing within 5 business days, and we will provide you with the name and contact details of the person who will be managing your complaint until it is resolved, or until all steps of our Complaint Handling Procedure have been exhausted

We will provide you with a regular update, in writing, on the progress of the investigation of your complaint, at intervals no greater than 20 working days, starting from the date on which the complaint was received

We will investigate and make reasonable efforts to resolve your complaint within 40 business days of having received the complaint. Within 5 business days of completion of our investigation, we will write to you setting out the decision including any reasons, and if applicable, the terms of any settlement.

If more than 40 business days from the date of receiving your complaint have passed, and you have not received a final response, we will write to you and advise you when you can expect us to resolve the complaint, **or**, if 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
Lincoln House, Lincoln Place,
Dublin 2, D02 VH29

Tel: 01 5677000
Email: info@fspo.ie
Website: www.fspo.ie

Before making a complaint to the Financial Services and Pensions Ombudsman ('FSPO'), Cabot Financial (Ireland) Limited should be given the opportunity to resolve your complaint through our complaint handling process. Thereafter, you must refer your complaint to the FSPO within a reasonable timeframe

Cabot Financial (Ireland) Limited

Registered Office: Block D, Cookstown Court, Old Belgard Road, Tallaght, Dublin 24, Website: www.cabotfinancial.ie

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

VAT Registered Number: IE6540845W. Registered in Ireland. Company no. 144084. Cabot Financial (Ireland) Limited is part of the Cabot Credit Management Group.

Directors: S. Webb, P. Doddrell (UK), T. Dillon, L. Cruickshanks (UK)