**Persia**

**INTERNATIONAL BANK PLC**

Registered in England No. 4218200 Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Complaints Procedure

Persia International Bank Plc is committed to providing high standards of service and observing industry best practice when dealing with customer related issues. We hope that our customers never have cause to complain or become dissatisfied with the service provided. However, if something does go wrong then we have procedures in place to enable for you to contact us. We will then strive to put things right as quickly as possible.

The Bank’s procedure ensures all complaints are treated fairly and sympathetically.

1. **How Do I Make A Complaint?**

A complaint can be made to Persia International Bank PLC is one of three ways

* 1. In writing (Letter or email)
	2. By telephone
	3. In Person

Any complaint made should, of course, include as much information as possible.

1. **Dealing with Your Complaint**

Once received your complaint will be ‘logged’ and dealt with an experienced member of our staff who will keep you updated with regard to the progress made in resolving your complaint.

The aim is to resolve your complaint as quickly as possible;

* 1. We will acknowledge your complaint within 3 business days from receipt
	2. Check our understanding of the issues
	3. Aim to bring matters to a satisfactory conclusion within the statutory 8 weeks from the date of receipt.

If the Bank are unable to provide a final response within this time then the customer will be advised why the complaint has not yet been resolved and state an anticipated final response date. However, if the customer is not happy with the final response, any delays incurred or how the complaint has been handled they have the right to escalate the matter to the Financial Ombudsman Service (FOS).

1. **Key Contacts**

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W: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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