

If you are still not satisfied...

We aim to resolve all complaints as quickly as possible and to your complete satisfaction. If we cannot resolve your complaint within 35 Working Days for payments related queries or 40 Working Days for all other queries (from when you first contacted us), or, if you feel dissatisfied with the final outcome, you may be able to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO).

The FSPO is an organisation set up by law to provide a free and independent service for resolving disputes with financial firms.

You can contact the Financial Services and Pensions Ombudsman directly at:

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

Telephone

+353 1 567 7000

Email

info@fspo.ie

Website

www.fspo.ie

Under the EU (Online Dispute Resolution for Consumer Disputes) Regulations 2015, traders such as Barclays Bank Ireland PLC who sell services online are obliged to inform consumers of a EU wide online dispute resolution platform for consumers who wish to resolve out of court disputes which have arisen online.

The ODR Regulation

The European Commission has established an online dispute resolution platform (ODR platform). This is specifically designed to help customers resident in the European Union who have bought goods or services online from traders established in the European Union, but were unable to get their complaint resolved to their satisfaction.

You can submit your complaint online through the ODR platform in any of the official languages of the European Union. The platform will then send your complaint to the dispute resolution body that will handle your dispute for an independent review within 90 days. You can access the platform by HYPERLINK "<http://ec.europa.eu/odr>" \o "ODR" \t "_blank" visiting the ODR website.

As a Barclays customer, you may use this service if you are a resident of the EU and purchased your product or service with us online.

We are committed to providing equal access to our services for all clients with disabilities. If you would like this document in Braille, large print or audio format, please contact your Private Banker or other Barclays contact.

Barclays Bank Ireland PLC, trading as Barclays Private Bank, is regulated by the Central Bank of Ireland. Registered in Ireland. Registered Office: One Molesworth Street, Dublin 2, Ireland, D02 RF29. Registered Number: 396330. VAT Number: IE4524196D. Calls are recorded in line with our legal and regulatory obligations, and for quality and monitoring purposes.

A guide to handling your complaint

Barclays Bank
Ireland PLC

 **BARCLAYS**

We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasion problems may arise and we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

We welcome your feedback, as it helps us improve our products and services for our clients.

How to make a complaint

You can contact us in person, in writing, by email or by telephone.

Alternatively, you can contact your Private Banker in person or you can contact us directly in writing.

Barclays

Private Bank Client Services

One Molesworth Street

Dublin 2

Ireland

D02 RF29

Telephone: +353 (0)1920 3040

Email: BBI.Complaints@barclays.com

privatebank.barclays.com

If you send us a complaint by email, we will normally respond to you in writing but we may also choose to respond by return email or by telephone.

Information you need to provide

To help us investigate and resolve your complaint as quickly as possible, please provide the following information:

- your name and address;
- account details;
- policy reference or other details;
- a clear description of your concern or complaint;
- details of what you would like us to do to resolve the complaint;
- copies of any relevant documents/information;
- a daytime telephone number where we can contact you; and
- any times you would prefer us to contact you.

How we will handle your complaint

We will try to resolve your complaint as quickly as possible. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. The more information you can provide us, the better.

We will confirm who will handle your complaint and give you details of how to contact them. Please note, this may not be the person to whom you originally made your complaint. We will also provide you with a unique reference number.

We aim to deal with Complaints as quickly as possible, this will be within 15 Working Days and no later than 35 Working Days for Payments related Complaints. All other Complaints will be dealt with within 40 working days. During this time, we will keep you updated on our progress.