

Complaints Procedure

At Bankable we consider a complaint an opportunity to identify any potential weaknesses in our approach and to improve our offering. Bankable will always seek to deliver quick and fair resolutions for complaints.

We have a strong customer focus and we aim to place our customers at the forefront of everything we do. Our Mission is to be clear, informative and transparent in our dealings with our customers

What is a complaint?

You may have a complaint if you are unhappy with the provision (or failure of provision) of our services, or those provided by one of our suppliers, which has resulted in (or may result in) financial loss, material distress or material inconvenience.

When making a complaint, please outline the following information:

- The date of the complaint
- The nature of your complaint
- The impact on your business
- Your contact details

Where do I raise my complaint?

Email: complaints@bnkbl.com

What happens after I make a complaint?

We will confirm receipt of your complaint via email within 24 hours of receiving it and will aim to resolve the complaint within 3 business days.

On some occasions, a complaint may need to be escalated, and we may need to extend the timeline to resolve the complaint by the end of 15 business days following receipt of the complaint.

In exceptional circumstances, where we are unable to issue a final response within 15 business days of receipt of the complaint, we have up to a maximum 35 business days from the date of receipt to issue a final response.

What if I'm not happy with the final response?

If, for whatever reason, you are unhappy with our response, you can request further assistance from the relevant government body.

If you are resident in the UK you can contact the Financial Ombudsman Service (FOS).

Further details and how to contact FOS can be found here:

<https://www.financial-ombudsman.org.uk/>