

# Compliant Process – Crown Agents Bank Ltd

## If you have a complaint, please let us know

At Crown Agents Bank Ltd we aim to provide excellent service to our customers. However, we know that sometimes things can go wrong and that you may have cause to complain. If you have a complaint, please let us know at your earliest convenience.

An acknowledgement will be sent within 5 business days of receipt, this will include the name and contact details of the person handling your complaint. We will do our best to resolve the issue within 4 weeks and keep you informed of progress. A final response will be sent to you within 8 weeks of your original complaint.

Please include the following information when contacting us:

Your account details.

As much information about the complaint as you can provide.

Whether there are any actions that you would like us to take to resolve your complaint.

## How to make a complaint

### By email

You can email any employee or Crown Agents Bank directly.

You can email your complaint directly to [BankCompliance@crownagentsbank.com](mailto:BankCompliance@crownagentsbank.com)

### By letter

You can write to us at

Crown Agents Bank Ltd | 3 London Bridge Street | SE1 9SG

### By phone

You can make a complaint directly to any employee of Crown Agents Bank Ltd.

You can call us on +44 (0)20 3903 3000 Monday to Friday 9am to 5pm (excluding UK bank holidays).

### In person

You can make a complaint when meeting any employee of Crown Agents Bank Ltd.