

Complaint 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 that 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 of Crown Agents Bank directly.
You can email your complaint directly to BankCompliance@crownagentsbank.com

By Letter

You can write to us at: Crown Agents Bank Ltd
Quadrant House, The Quadrant, Sutton, SM2 5AS, UK.

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.