Making things better

Unhappy with our service?

Royal Bank of Scotland

Tell us what went wrong

We're sorry things have gone wrong. We always try to give you the best possible service but occasionally we don't get things right. Thank you for bringing this to our attention, giving us an opportunity to put matters right, and improve our customer service.

What to do

Whichever way you contact us, we'll start investigating straight away.

In person
Visit any of our branches and talk to one of our team. You can find your nearest branch and its opening hours at **rbs.co.uk/branch**

By phone

- If you have a **personal account** with us, you can call us on **0800 151 0406**.
- If you're a **Private customer**, please call your Private Banking Manager or **0345 303 0600**.
- If you're a **business customer**, please call your Business Manager or **0345 600 2230**.
- If you have a hearing or speech impairment you can call us on Minicom **0800 027 1398**.
- If you're a **credit card customer**, please call **0370 9070 010** (Minicom **0800 141 3999**).

You can call anytime – we're open 24/7. When you call you'll need to have your account information or your telephone banking details handy. We may record your call.

Online
Visit **rbs.co.uk** and you'll then be able to write to us using our online form.

In writing
Personal and Business Customers
Customer Relations Manager
Bede House
11 Western Boulevard
Leicester
LE2 7EJ

Credit Card Customers
The Royal Bank of Scotland
PO Box 5747
Southend-on-Sea
SS1 9AJ

What we'll need to know

So that we can start dealing with your complaint straight away we'll need:

- Your name and address.
- Your account number and sort code or credit card number.
- When your issue occurred.
- A description of your complaint.
- Any names or dates you've noted if you've already spoken to someone about this problem.
- How you've been affected by this.
- A contact number and convenient time to contact you.

What we'll do next

We'll do our best to resolve your complaint straight away. If we can't we'll keep you updated step-by-step.

Step 1

If we can't resolve your complaint within one week we'll contact you, so you know who is dealing with it.

Step 2

We'll keep you updated regularly, but if you have any questions you'll be able to contact the team dealing with your complaint directly.

Step 3

We will try to resolve your complaint as quickly as possible and will commit to keeping you updated on the progress we are making.

If you're not happy with our progress at any time, please call the team dealing with your complaint straight away.

For further information visit us at **rbs.co.uk**

The Financial Ombudsman Service

The Financial Ombudsman Service is an independent organisation. They sort out complaints that consumers and financial businesses haven't been able to resolve between themselves.

If for some reason we haven't been able to resolve your complaint within eight weeks, or you're not satisfied with the resolution you can refer your complaint to the Financial Ombudsman Service.

If you receive a final response letter from us and you want to contact the Financial Ombudsman Service, you'll need to do this within six months of receiving our final response letter.

To find out more about the service visit **financial-ombudsman.org.uk**

You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Alternatively, you can phone them on **0800 023 4567**.

Braille, large print or audio format?

If you would like this information in another format please call us on 03457 24 24 24. (Minicom 0800 404 6160).

The Royal Bank of Scotland plc.
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