**Complaints Procedure**

Persia International Bank Plc is committed to providing high standards of service and observing industry best practices when dealing with customer-related issues. We hope that our customers never have cause to complain or become dissatisfied with the service provided. However, if something does go wrong, we have procedures in place to enable you to contact us. We will strive to resolve the issue as quickly as possible. The Bank’s procedure ensures all complaints are treated fairly and sympathetically.

**1. How Do I Make a Complaint?**

A complaint can be made to Persia International Bank PLC in one of the following three ways:

1.1 **In writing** (Letter or email)
1.2 **By telephone**
1.3 **In person** at our office

When making a complaint, please provide as much information as possible to help us resolve the issue promptly.

**2. Dealing with Your Complaint**

Once received, your complaint will be logged and dealt with by an experienced member of our staff. We will keep you updated regarding the progress made in resolving your complaint. Our aim is to resolve your complaint as quickly as possible.

2.1 **Acknowledgement**
We will acknowledge your complaint within 3 business days of receipt.

2.2 **Investigation**
We will check our understanding of the issues raised in your complaint and aim to resolve the matter to your satisfaction.

2.3 **Resolution Timeline**
We aim to resolve your complaint within the statutory 8 weeks from the date of receipt.

If the Bank is unable to provide a final response within this time, we will advise you of the reason for the delay and provide an anticipated final response date. If you are not satisfied with our final response, the delays incurred, or how your complaint has been handled, you have the right to escalate the matter to the Financial Ombudsman Service (FOS).

**3. Key Contacts**

**Persia International Bank PLC**
Attn: Compliance Department
6 Lothbury, London, EC2R 7HH
**Phone:** +44 (0)20 7606 8521
**Email:** Compliance@Persiabank.co.uk

**Financial Ombudsman Service**

**Address: Exchange Tower, London, E14 9SR**

**Phone:** 0800 023 4567 (freephone) or 0300 123 9123 (local rate), available from 8:00 am to 5:00 pm, Monday to Friday

**Email:** complaint.info@financial-ombudsman.org.uk

**Website:** [**www.financial-ombudsman.org.uk**](http://www.financial-ombudsman.org.uk)