



# Money matters – especially if it's yours.

Whether you're saving for something special – or paying for everyday essentials – your money matters. So it pays to know your rights – just in case things go wrong.

We hope you'll never need to complain about your bank, insurance company or finance firm. If you do, the ombudsman can help.



Financial  
**Ombudsman**  
Service

Set up by law the ombudsman is the free service with the power to settle financial complaints.

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) 0300 123 9 123