

# Justice, fairness, equality ...

the values at the heart of our work at the ombudsman service.

The Financial Ombudsman Service was set up by law to help settle problems between consumers and financial businesses.

Our service is free for consumers and we can look at complaints about most financial services – from credit cards to car insurance and from money transfers to mortgages.

We're independent. We'll decide what's fair by looking at the facts. If we think you've been treated fairly – we'll explain why. But if we decide the financial business has got things wrong, we'll order things to be put right for you.



Financial  
**Ombudsman**  
Service

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