

we hope you never fall out with your
bank, insurer or finance firm ...

फाइनेंशियल ओम्बुड्समैन सर्विस
(नाशाकीय लोकपाल सेवा)



Financial
Ombudsman
Service

फाइनेंशियल अम्बुड्समैन सर्विस
(वित्तीय लोकपाल सेवा)

فائنانشل آمبڈزمن سروس

फिनांसियल अम्बुडसम्यान सार्भिस

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सर्विस

... but if you do, we can help

visit www.financial-ombudsman.org.uk for details of our free independent service
or call us on **0845 080 1800**

established by Parliament in 2001 as the official expert in settling financial disputes

settling disputes, not taking sides

The Financial Ombudsman Service settles disputes between financial businesses and their customers. We can look at complaints about most financial matters, from bank accounts to motor insurance. We're a free service for consumers – and completely independent.

Mistakes and misunderstandings can happen with any kind of business. Generally, businesses would rather hear from you directly when you have a problem. And the earlier you let them know, the easier it is to put things right.

Where the business has already tried to put things right but you remain unhappy – the ombudsman service may be able to help. We look at both sides of the story. If we decide the business was right, we'll explain why. But, if you have lost out, we have the official powers to get things sorted.



ombudsman at Zee Carnival



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