

9 O M B U D S M A N  
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# Problem solved!

The ombudsman is a free service for consumers – with official powers to settle complaints about a bank, insurance company or finance firm.



Financial  
**Ombudsman**  
Service

The power to settle financial complaints.

**0845 080 1800**

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