



on the one hand...

on the other hand...

two sides to each dispute

Both sides of the story get a fair hearing when we help settle disputes between consumers and financial firms. We listen carefully. We ask questions. We weigh up all the arguments.

Then we tell you what we think. We might conclude you're right. We might conclude you're wrong. We might suggest a compromise. Or we might just tell you – sorry – that's how life is. But if you've lost out, we can put things right.

two hands to weigh up the facts

We can't please both sides every time. We might not tell you what you want to hear. But you'll get honest answers. And an expert opinion. To settle your dispute.



settling disputes, not taking sides

Established by Parliament in 2001 as the official expert in settling financial disputes.
For more details about our free services, visit our website at
www.financial-ombudsman.org.uk or phone us on **0845 080 1800**.