



Something on your mind?

Whatever it is, we hope it's not a problem with your bank, insurance company or finance firm. If it is, we can help.



we're a free service, set up by law to settle financial complaints

FINANCE

HELP!

THE FINANCIAL OMBUDSMAN HAS GOT YOUR BACK IN FINANCIAL DISPUTES. IT'S GOOD TO KNOW THAT THERE IS SOMEWHERE TO TURN IF THINGS DO GO WRONG WITH A BANK OR FINANCIAL BUSINESS.

The Financial Ombudsman Service is the free service with the power to sort out problems people have with financial businesses – such as banks or insurance companies. They can look at a wide range of complaints – from problems with credit cards or bank accounts to disputed insurance claims.

If you have a problem with a financial business you should first contact the business involved – most issues are able to be resolved with the business directly. But if you don't know where to turn or who to contact, the Financial Ombudsman Service may be able to help, on 0300 123 9 213 or www.financial-ombudsman.org.uk.

Case study

Tara brought a new laptop on her credit card – just six weeks later it developed a fault and started shutting down without warning. She went back to the shop that sold her the laptop, which explained it couldn't help – she would need to send the laptop off to the manufacturer to be fixed.

Tara was in the middle of a busy study period and couldn't afford to lose any time whilst the laptop was out of action, so she brought a new laptop.

Once her exams were over Tara had her laptop inspected and was told there was a problem with the motherboard. She contacted her credit card provider and asked for a refund for the faulty laptop. Her credit card provider told her it couldn't help as it was not responsible for the quality of the laptop.

The ombudsman service explained to the business that as Tara had brought the laptop with a credit card, legally it was jointly liable for any 'breach of contract' by the supplier. It was clear in this case that the laptop supplied was not of the required quality – we therefore asked the business to refund the cost of Tara's original laptop.

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