



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.



Financial
Ombudsman
Service

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

www.financial-ombudsman.org.uk

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MONEY

WHO YOU GONNA CALL? THE FINANCIAL OMBUDSMAN!



Make sure you don't get into a financial jiffy with help from the Financial Ombudsman, a free service with the power to sort out problems you have with financial businesses like banks or insurance companies.

The ombudsman service can help you with a wide range of complaints – from problems with credit cards or bank accounts to disputed insurance claims.

For example, Tara, a student, bought a new laptop on her credit card, and just six weeks later it started shutting down without warning. She took it back to the shop, but staff explained they couldn't help and she would need to send the laptop off to the manufacturer to be fixed.

As she was in the middle of a busy study period and couldn't afford to lose any study time while the laptop was out of action, she bought a new laptop and had the broken laptop inspected once the exams were over. She was told there was a problem with the motherboard, so contacted her credit card provider and asked for a refund for the faulty laptop.

They told her they couldn't help, as the credit card company was not responsible for the quality of the laptop.

The ombudsman service explained to the business that as Tara had bought 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 - they therefore asked the business to refund the cost of Tara's original laptop.

If you have a problem with a financial business you should first contact the business involved – most issues can be resolved 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.

AVOID GETTING CAUGHT OUT

Be in the know: Make sure you know how much money you have coming in and going out of your account each month – set yourself a weekly budget and stick to it.

Keep it to yourself: As tempting as it can be to ask a friend to pop to the ATM for you – never give someone else your PIN number. And don't keep a note of your PIN near your card!

Keep them informed: If you think you are going to go overdrawn, let the bank know as soon as possible – they may be able to help.

Honesty really is the best policy: As tempting as it is to save money and have a parent insured as the main driver on your car – if it can be shown that you are in fact the main driver, your insurance company may not pay out if you make a claim.