

Managing your complaint

Unhappy about something?

How to contact us

Whichever way you choose to contact us, we'll always try to fix any issues straight away. Please give us as much information as possible, including how you would like us to put things right. You can make a complaint:

Online

Log in to your Customer Portal and select 'I want to make a complaint', or complete our web form at www.perenna.com/complaints

By email

Email us at complaints@perenna.com

In writing

Write to our Customer Care Team at: Perenna Bank, PO Box 755, Chesterfield, S43 3LS.

What we will do

We will attempt to contact you and resolve your complaint within 3 business days, by phone or email.

If we can't, we'll send you a letter and let you know. We will keep you regularly informed of our progress until your complaint is resolved.

We'll usually send any letters to your customer portal and send you an email or SMS to let you know that it's there.

The Financial Ombudsman Service

We're allowed up to 8 weeks to resolve your complaint. If we can't do this, or you are not satisfied with our response, you can refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent organisation which helps to resolve complaints that customers and financial institutions haven't been able to resolve themselves. You can contact them:

In writing

Financial Ombudsman Service, Exchange Tower, London E14 9SR

By phone

0800 023 4567

By email

complaint.info@financialombudsman.org.uk

Further details can be found by visiting:

www.financial-ombudsman.org.uk.

Additional Information

If the complaint involves the processing of your personal data, you have the right to submit a complaint directly with the Information Commissioner's Office. You can contact them by phone on **0303 123 1113** or online at <https://ico.org.uk/>

This document is available in large print and braille. Please contact us for details.