

Customer Service

Our Complaints Process

At Metro Bank we aim to provide outstanding customer service to all our customers, however, we realise that we might not get it right on every occasion. If we do make a mistake, we'll do our very best to put things right as quickly as we can and make sure we don't disappoint you in the future.

This leaflet sets out the steps in the process we follow to achieve that and lets you know what you can expect from us at each stage

WHAT IS THE FIRST STEP?	
Tell us what's gone wrong. You can contact us in a number of ways:	
In person	Visit any of our stores and speak to one of our staff. We will try to resolve your complaint there and then if possible.
By phone	Call one of our Customer Service Representatives on 0345 08 08 500. Calls cost no more than calls to 01 or 02 numbers.
In writing	Send your letter to: Customer Relations Team, Metro Bank PLC, One Southampton Row, London, WC1B 5HA
Live Chat	If you're an existing customer, you can tell us about your complaint in our App by selecting 'Chat to us'

WHAT HAPPENS NEXT?	HOW LONG WILL IT TAKE?	FURTHER ACTION...
We promise we'll resolve your complaint as quickly and fairly as possible. The first person you speak to will do their level best to solve the problem you're having, though complex issues may need up to three working days. If our investigation is going to take longer than this, we'll write to let you know.	We aim to have the more complex issues resolved within 15 calendar days. If we think it's going to take longer, we'll tell you and let you know if your complaint is eligible for referral to the Financial Ombudsman Service. We aim to have a full response for such cases within 35 calendar days.	If we haven't been able to resolve your complaint within 35 calendar days, or if you're unhappy with our full response, you can refer your complaint to the Financial Ombudsman Service .

What is the Financial Ombudsman Service?

The independent Financial Ombudsman Service helps resolve financial disputes, free of charge. While we will do our level best to resolve your complaint, the Ombudsman can provide you with additional assistance if you're unhappy with our conduct or if we haven't provided a full response within 35 calendar days.

The Ombudsman can help with the majority of financial complaints, though they do have some limitations on what they can investigate - you can contact them for more details.

Complaints must be referred to the Financial Ombudsman Service within six months of receiving our Final Response Letter.

CONTACTING THE FINANCIAL OMBUDSMAN SERVICE	
You can contact the service in a number of ways:	
In writing	Send your letter to: The Financial Ombudsman Service Exchange Tower, London E14 9SR
Online	Visit www.financial-ombudsman.org.uk Email complaint.info@financial-ombudsman.org.uk
By phone	By phone 0800 023 4 567 (free on mobile phones and landlines) or 0300 123 9 123 (costs no more than calls to 01 and 02 numbers). Next generation text relay: (18002) 020 7964 1000