



Customer Charter – Key Principles

Quality Service Standards

We are committed to delivering the best possible service to our customers, and to adhere to the relevant consumer legislation.

Courtesy and Timeliness

You are at all times entitled to be served with courtesy, sensitivity and the minimum delay.

Equality and Diversity

We will deal with you in a fair and open manner irrespective of race, gender, socio-economic status, language, disability and/or other social attributes.

Information

We will provide information in various formats that is clear, timely and accurate.

Complaints and Appeals

You may make a complaint if our service falls short of what you consider acceptable.

All complaints will be dealt with promptly and in an objective and courteous manner.



Making a Complaint

- If you are not satisfied with the service you receive from KBC Homeloans, you should make your complaint as soon as possible.
- You can do this by asking to speak to the relevant Department Manager. Where possible, he or she will try to rectify the situation without delay. You can also ask for your complaint to be escalated to Niamh Richardson, our Company Complaints Manager.
- If you do not obtain a satisfactory result, or if for any reason you would prefer not to complain at the time, you should make your complaint in writing using the form attached.
- All complaints will be investigated fairly and impartially.

The Consumer Protection Code requires us to attempt to investigate and resolve a complaint within 40 business days of receipt. However we generally respond to all complaints within 10 working days.

Where it is necessary to consult others, or if the complexity of the matter requires more time, a revised response time and a progress report will be issued.

Complaint Form

Please complete all sections of this form using block letters

Your Details

Name: _____

Address: _____

Mortgage account no: _____

Daytime telephone number: _____

Date of incident: _____

KBC Homeloans Department: _____

Name of official you dealt with:
(if known) _____