



Complaints

Gibraltar International Bank Limited (Bank) is ultimately owned by the Government of Gibraltar. The Bank's strategy is to provide quality retail banking services to the local community in Gibraltar and further afield. The Bank seeks to offer our customers the best possible service in every respect. However, we do acknowledge that there may be occasions where we do not meet your standards and expectations and where this may need to be drawn to our attention. The Bank welcomes this as we constantly strive to improve and better the service we provide to our clients.

Please note that all complaints are dealt with and handled by the Bank free of charge.

What is a complaint?

A complaint is considered to be an oral or written statement of dissatisfaction made by the customer or his/her representative, to any of the Bank's employees concerning or related to the Bank itself or the standard of service provided or actions undertaken by the Bank or any of its employees.

The Bank is required to have, and has in place, clear and understandable written procedures to deal with complaints. These procedures are regularly reviewed and seek to ensure:-

- Complaints are properly recorded and retained;
- Complaints are handled properly and in a timely manner;
- Complaints are handled and dealt with in language that is clear, understandable and not misleading to the customer;
- If required, that appropriate remedial action is promptly taken in response to the complaint;
- Even handed and consistent treatment of complaints.

What if a complaint is received?

If a complaint is received, the Bank will:

- make and retain record of and investigate the complaint in accordance with the timescales set out below;
- maintain appropriate and satisfactory communication with the customer to keep the customer informed of the progress of the complaint;
- seek to ensure that we reach a fair solution in a timely manner;
- explain clearly how and why we reached the specific solution/finding to your complaint.

Handling of complaints

Depending on the nature and seriousness of complaint, a customer may feel it appropriate initially to discuss any issues or concerns directly with his/her adviser at the Bank at an informal level. If the customer is not satisfied with the reply or the manner in which these discussions are handled, or if the complaint involves your adviser or you feel that the matter should be dealt with formally, you may file a formal complaint.

Please address all formal complaints in writing to:

Chief Business Officer

Alternatively you may file your complaint by email to:

complaints@gibintbank.gi

What you can expect if you make a complaint

- Once a complaint is received the Compliance Officer will be notified and a record created and kept of the complaint. Every complaint is transmitted to the personnel and department head affected;
- Receipt of a complaint will be acknowledged, and the Bank will make every reasonable effort to reply to the customer complaint, in writing, addressing all the points raised within an adequate timeframe and, at the latest, within 15 business days of receiving the complaint;
- The customer may be contacted to request further information as required to investigate and deal with the complaint. If this has an impact on the expected response timescales the customer will be advised of that fact;
- Where an answer cannot be given within 15 business days for reasons beyond the control of the Bank, we will write to customer, clearly indicating the reasons for the delay and specifying the deadline by which the customer can expect to receive the final reply. In the case of a payment related complaint this will not exceed 35 business days.

However, if you the customer are not satisfied with the handling of your complaint, your alternative is to file the Office of Fair Trading (oft@gibraltar.gov.gi).

The Bank is authorised and regulated by the Financial Services Commission who may be contacted at

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Atlantic Suites
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E-Mail : info@fsc.gi

Web : www.fsc.gi