



Gibraltar
International Bank



Complaints Brochure

Tell us what happened so we can **fix it**



We aim to deliver the best service possible, however we know that sometimes things don't go as planned. If you've had a less-than-great experience, please let us know. Your feedback helps us understand what went wrong so we can make it right and improve for the future.

What we'll do next

We're committed to resolving any concerns as swiftly as we can. While some complaints may take up to 8 weeks to fully address, we'll keep you informed throughout the process and aim to resolve them much sooner.

**For updates or more
information, please
get in touch.**



Gibraltar
International Bank

Online

Visit gibintbank.gi/howtocomplain

By phone

Our lines are open at
+350 200 13900,
calls may be recorded
to ensure quality purposes.

Monday	8:30 - 17:00
Tuesday	8:30 - 17:00
Wednesday	9:30 - 17:00
Thursday	8:30 - 17:00
Friday	8:30 - 17:00
Saturday	Closed
Sunday	Closed
Bank Holidays	Closed

In person

Visit our branches
and talk to one of our
team members at
Gibraltar International
Bank/branch at
310 Main Street.

Monday	8:30 - 16:00
Tuesday	8:30 - 16:00
Wednesday	9:30 - 16:00
Thursday	8:30 - 16:00
Friday	8:30 - 16:00
Saturday	Closed
Sunday	Closed
Bank Holidays	Closed

By post

Main Office

Gibraltar International
Bank Ltd, PO Box 1375,
Ince's House, 310 Main
Street, Gibraltar. GX11 1AA



Phone Number

+350 (200) 13900








Email:

complaints@gibintbank.gi

In writing

What we'll need to know:

To fully understand your complaint, please provide the following details:

-  Your name and address.
-  A description of what happened.
-  Any names or dates if you've already spoken to someone about this issue.
-  How this has affected you.
-  A contact number and the best time to reach you.

The Gibraltar Financial Services Commission:

In Gibraltar, the Gibraltar Financial Services Commission (GFSC) handles complaints about regulated firms. If you have a complaint, you should first contact us directly and formally raise the issue. If you're not satisfied with our response, you can report your complaint to the GFSC.

Here are the details for contacting the GFSC:

Address: Gibraltar Financial Services Commission, PO Box 940, Suite 3, Ground Floor, Atlantic Suites, Europort Avenue, Gibraltar



Phone Number
+350 200 40283



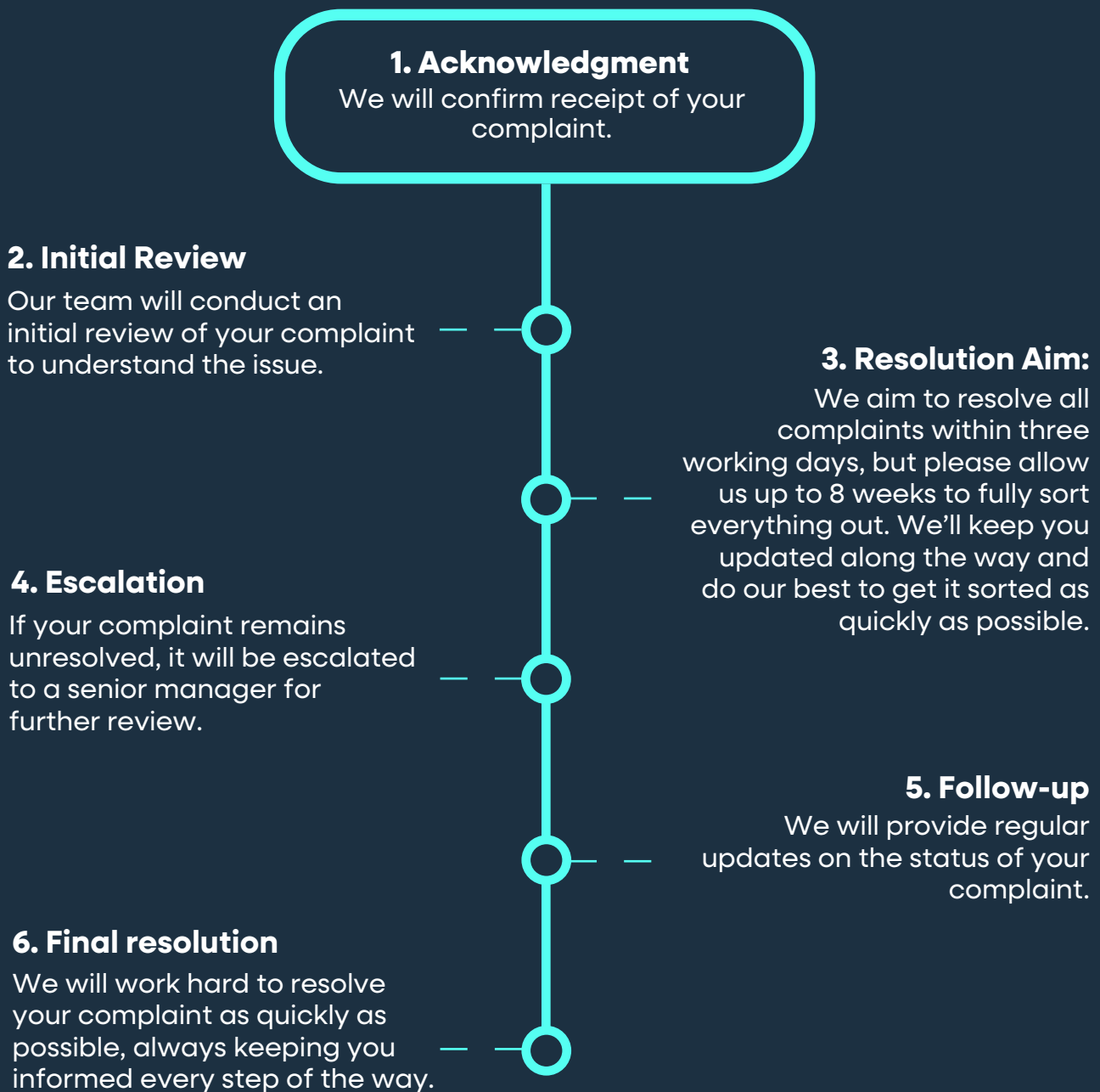
Email:
complaints@fsc.gi

Your **privacy**

We collect your contact information to provide you with updates on the progress of your complaint. The complaint record will be stored for 5 years, as required by regulatory authorities.

For more details, please refer to our full Privacy Policy available at [link](#).

At Gibraltar International Bank, we are committed to addressing your concerns promptly and fairly. **Here's how we handle complaints:**



Your satisfaction is our top priority. We are committed to listening, understanding and addressing your concerns with care and attention. Every step we take is guided by our promise to provide a fair and supporting experience for you.