

## What to do if you have a complaint

If you wish to make a complaint, the first step is for us to understand your complaint. You can contact us by: • Phone: 0141 763 1788 • Post: 1177 TOLLCROSS ROAD, GLASGOW, G32 8HB • Email: [bankmotors@btconnect.com](mailto:bankmotors@btconnect.com)

Please provide your name and contact number where we can get in touch with you between the hours of where we can contact you between the hours of 9am - 5 pm Monday to Friday. We will promptly acknowledge your complaint in writing, investigate your complaint and endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update. If you are not happy with our response, and you are an eligible complainant, you can escalate your complaint to the Financial Ombudsman, you must do so within six months of the date of the final response letter. You can contact them: • By phone: 0800 023 4567 • By post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. • By Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### Address

BANK MOTORS LIMITED, 1177 TOLLCROSS ROAD, GLASGOW,  
G32 8HB, Ico; 463625 FCA; 659667