



WHAT TO DO IF YOU WANT TO COMPLAIN

OUR PLEDGE TO YOU & HOW TO GET IN TOUCH

We aim to provide great service however we do recognise that sometimes things go wrong. We're sorry if we've let you down; we are committed to improving our service and your feedback is crucial in helping us understand what's happened and what we can do to put it right.

We are dedicated to resolving issues about our products and services in a timely and fair manner. We have a simple process in place for complaints and most issues can be resolved straightaway so please get in touch:

- By telephone:
00353 1 6707470
- By email:
customerrelations@das.ie
- In writing:
**Customer Relations
Department, Europa House,
Harcourt Street, Dublin 2**

HOW WE WILL RESOLVE YOUR COMPLAINT

- 1 You'll have a dedicated contact to deal with your complaint.
- 2 We will aim to resolve your complaint as quickly as possible.
- 3 If we're unable to resolve your complaint straightaway we'll send you a written acknowledgement letter within 5 business days of receiving your complaint.

(We may require further information to help us make the right decision; if we do we'll let you know.)
- 4 If we need longer than 20 business days to review your complaint we'll let you know in writing.
- 5 We will treat you fairly.

WHAT TO DO IF YOU ARE NOT HAPPY WITH THE OUTCOME

If you are not happy with the complaint outcome or if we've been unable to respond to your complaint within 40 business days you can ask the Financial Services and Pensions Ombudsman to review your complaint.

The Financial Services and Pensions Ombudsman is a free and independent service and is able to help in most circumstances. You can log onto their website www.fspo.ie to find out more, or contact them:

- By telephone to call:
01-567 7000
- By email:
info@fspo.ie
- In writing:
**3rd Floor, Lincoln House,
Lincoln Place, Dublin 2**