

Complaints Procedure - Guide for the General Public

Feedback Processing and complaints handling guidelines

The Bank's business model and long-term sustainability is built upon the lasting relationships with its customers. It is important that a professional and continuous supportive service is delivered at all times. Customers are encouraged to provide genuine and honest feedback about their experience with us even when the feedback is not positive as we believe that through customer feedback we can improve our standards, products, and services. We value our customers, and we strive to remedy the situation, in the best possible way, when their expectations are not met. The complaints handling process itself, the speed and the quality of the response is important in meeting customer's expectations at all times.

This document is intended to provide guidance and standard procedures on the approach in which the Bank will handle and manage feedback from customers including the investigation and resolving complaints related to any product and service.

Definitions and FAQs

What is a complaint?

A complaint is defined as a verbal or written expression or statement of dissatisfaction made to the Bank, relating to the products and services it provides. It can include, but not limited to

- a product or service that did not meet the customer's needs;
- dissatisfaction on the day-to-day handling of your account/relationship;
- any inappropriate interactions by bank employees;

Anonymous complaints

The Bank takes note of anonymous complaints. However, it may not be in a position to take specific action to address the complaint, and neither can the customer be contacted to offer remediation.

Who may complain?

Any person, organisation or the appointed representative, who feels dissatisfied with a product and/or service, for any reason, may submit a complaint.

What mediums can be used?

Complaints may be lodged in the language of preference of the customer. Customers can file a complaint verbally, electronically, in writing or in person. Telephonic (not recorded) or face to face submissions are to be recorded by the employees in writing. Our contact details are:-

Landline (356)2248 8000
Email info@fcmbank.com.mt
Address Suite 3
Tower Business Centre,
Tower Street,
Swatar, BKR4013
Malta

Receiving and recording and acknowledging a complaint

All complaints received are registered at Compliance Department and immediately dealt with by the department concerned. The following information is necessary to enable fast and smooth processing of the complaint handling - *Personal details (Full name, ID); Preferred contact details; Summary of the concern; Supporting documentation (if applicable); Expected remediation*

The Bank shall acknowledge receipt of a complaint made by a customer within two (2) working days from the date of receipt of the complaint. The acknowledgement will indicate the timeline by when the Bank anticipates resolving the matter.

Timeframes

Under normal circumstances, the Bank should be in a position to process the complaint and respond within (15) fifteen working days from receipt of the complaint. If the Bank cannot provide a reply within 15 working days, the Bank shall send a holding update, indicating the reasons for delay and revised timeframe by which the complainant shall receive the final response. In any event, the deadline for receiving the final reply shall not exceed (35) thirty-five business days.

In the exceptional circumstances wherein, the Bank needs more time to investigate the complaint, it will inform the complainant that the response is delayed and unless he/ she is prepared to concede more time to the Bank, he/ she has a right to refer the matter to The Office of the Arbiter for Financial Services.

Updates

During the complaints handling process, the Bank may contact the customer to obtain further information which may assist in the process. The customer has the right to question the status of the complaint at any time.

Withdrawals of a compliant

If the complaint is withdrawn following the registration of the complaint, then this is to be done in writing. The rationale behind the withdrawal has to be highlighted by the customer and included in the complaints register.

Final Outcome

The Bank shall seek to gather and investigate all relevant evidence and information regarding the complaint before taking a final decision. The final response provided by the Bank to the customer shall be in writing and include the following information:

- A short description of the compliant made together with the outcome of the Bank's investigation;
- The Bank's decision on the outcome;
- The details of any redress that may be offered, if considered appropriate.

At all times, the Bank shall inform the complainant he/she may refer the matter to the Office of the Arbiter for Financial Services, and provide details of the latter, should the investigation and/or the resulting outcome is not satisfactory to the customer.

All such communication including the complainant's acceptance or otherwise of the redress offered should be in writing.

Office of the Arbiter for Financial Services

Where a customer is not satisfied with the complaint's outcome or handling by the Bank, he/she shall be entitled to address their complaint to the Office of the Arbiter for Financial Services. The Bank shall provide the following contact details to the complainant for the purposes of their communication with the Office of the Arbiter for Financial Services:

Office of the Arbiter for Financial Services

First Floor,

St. Calcedonius Square

Floriana

FRN 1530

Tel: 21249245

Website: www.financialarbiter.org.mt.