



GATEHOUSE BANK

Our Complaints Procedure

At Gatehouse Bank we do everything we can to make sure our clients get the best possible service. However, sometimes we do not get things right first time. If you are not completely happy with our service, we would like to hear about it so we can do something to put it right. You can tell us about your concerns by contacting us in the following ways:

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| In writing: | Gatehouse Bank Plc, 14 Grosvenor Street, London W1K 4PR |
| By telephone: | +44 (0) 20 7070 6000 |
| By Email: | info@gatehousebank.com |

Our procedure

As soon as we receive your complaint, we will aim to send you an acknowledgement letter within 5 business days.

We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.

A final response will be provided within 8 weeks of the receipt of your complaint, which will include a full explanation of our findings. If we are unable to provide you with this, we will explain reasons for the delay and advise when we anticipate a final response to be issued.

Throughout our investigation of your complaint, we will keep you informed of our progress.

In the event that you are not satisfied with our final response or 8 weeks have passed since your complaint was first raised, then you have the right to refer your complaint to the Financial Ombudsman Service. You have 6 months from the date of our final response to refer your complaint to them.

For further information on the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk.

We are sorry that you have found cause for complaint but can assure you that Gatehouse Bank is committed to resolving your complaint fairly and quickly. In most cases this can be done if you allow us to listen to your concerns, understand the problem and, where possible, deliver an effective solution to you.

Gatehouse Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and is incorporated in England and Wales (registered number 06260053) with its registered office at 14 Grosvenor Street, London W1K 4PR.