Hampden Bank

Complaints Resolution Process

If you are dissatisfied with our service

If you are dissatisfied with any aspect of your interaction with Hampden Bank, please let us know as soon as possible.

You can complain to us face-to-face, in writing, by telephone or by email.

We hope that you will be able to speak to your Private Banker in the first instance and that we will be able to resolve things quickly, and to your satisfaction.

If you wish to write, telephone or email the Bank directly, our contact details are shown below. To help investigate your complaint, it will be helpful if you could provide the following information:

- Your name and address
- As much information on your complaint that you feel you can give
- Anything you feel would help resolve the problem

Hampden Bank
20/21 Charlotte Square
Edinburgh
EH2 4DF

Telephone: 0131 226 7300

Email: complaintsupport@hampdenbank.com

Hampden Bank
16 St. Martin's Le Grand
Fourth Floor
London EC1A 4EN

Telephone: 020 3841 9922

Email: complaintsupport@hampdenbank.com

What we will do

We will do all we can to resolve your complaint on the same day.

- All complaints will receive an acknowledgement in writing:
  - If the complaint is resolved within 5 business days the acknowledgement will also include our final response comments.
  - If we cannot resolve your complaint within 5 business days the acknowledgement will also include an update and let you know when you can expect a full response.
- When we have considered all aspects of your complaint, (we may call you for further details) we will issue a final response.
- The Financial Conduct Authority (FCA) allow 8 weeks for the Bank to resolve complaints but we will aim to do so much sooner. For payment related complaints this period is reduced to 15 business days. In exceptional circumstances this can be extended to 35 business days and we will advise you if we need this extended period.

If you are still not happy

Hampden Bank is a member of the Financial Ombudsman Service, which offers an independent review service in a dispute. If you are still not happy with the final proposal or answer(s) we have given, you can ask the Financial Ombudsman Service to review your complaint. This service is free.

Whilst we welcome the opportunity to investigate complaints in the first instance, the Financial Ombudsman Service is, in certain circumstances, able to consider complaints that are made directly to them. Their contact details are below.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Hampden & Co plc (trading as Hampden Bank). Registered office at 20/21 Charlotte Square, Edinburgh EH2 4DF. Registered in Scotland No SC386922.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.