

What is the Financial Ombudsman Service

Video transcript

If you have a problem with your bank,
insurance company,
car finance,
pension
or payday loan provider,
and are worried you've not been treated fairly,
we're the people to talk to.

We're the Financial Ombudsman Service.

And we resolve financial complaints.

We can help individuals,
small businesses and charities.

It's free to make a complaint to us.

We're less formal than a court,
but like a judge, we don't take sides.

Our role is to make an independent and fair decision based on the facts.

So, if you think you've been treated unfairly by a financial business, get in touch:

www.financial-ombudsman.org.uk

0800 023 4567