

MAKING A COMPLAINT/QUERY

- The Financial Services Ombudsman's Bureau offers an investigative service only. This office and its staff are not in a position to offer advice or information regarding the details of your complaint/query as we must remain impartial at all times.
- If you require advice regarding your complaint/query we would suggest that you contact one of the agencies listed below.
- All complaints made to our office must be submitted in writing or online. (In certain cases, where appropriate, individual circumstances may be catered for).
- You are required to fill out a Complaint Form in order to submit a complaint to this office.
- Copies of all supporting documentation pertaining to your complaint should be submitted together with the completed, signed Complaint Form.

Insurance Information Service -

Advice/information regarding insurance products

Contact Details: Insurance Information Service,
Insurance House,
39 Molesworth Street,
Dublin 2.
Tel: (01) 6761914
Web: www.iif.ie
E-mail: iis@iif.ie

National Consumer Agency -

Advice/information regarding banking and investment services and general queries regarding all regulated financial service providers

Contact Details: National Consumer Agency,
Harcourt Road,
Dublin 2.
Tel: 1890 432432 or (01) 402 5555.
Web: www.itsyourmoney.ie
E-Mail: itsyourmoney@nca.ie

Money Advice and Budgeting Service (MABS) -

Advice/Assistance for members of the public experiencing difficulties with managing their money or who are in debt

Contact Details: MABS,
26-28 Lombard Street,
Dublin 2.
Tel: (01) 6706555 / (01) 6704331,
Web: www.mabs.ie
E-mail: pearse_street@mabs.ie

Citizens Information -

Assistance for individuals who may have difficulties completing the Complaint Form

Contact Details: Citizens Information Centre,
13a Upper O'Connell Street,
City Centre,
Dublin 1.
Tel: (01) 8090633
Web: www.citizensinformation.ie
Email: DublinCityCentre@citinfo.ie