



Complaints Handling Summary

Jordan International Bank (JIB) is committed to providing a high standard of services to all clients and other stakeholders. JIB does recognise that there may be occasions where clients have cause to complain should its services fall below their expectations, and its own standards. JIB is committed to ensuring any complaints received will be investigated thoroughly and handled in a timely manner.

Making a Complaint

If you wish to make a complaint, the Bank can be contacted as follows:

Jordan International Bank
Almack House
26-28 King Street
London SW1Y 6QW
Phone: +44 203 144 0200

Upon receipt of a complaint, details will be passed onto the Complaints Officer, who is responsible for ensuring that any complaint is dealt with promptly and fairly.

Acknowledging your Complaint

All complaints will be acknowledged in writing in the first instance. Where possible, the Bank will aim to resolve the complaint within three business days. If the Bank is able to do so, we will confirm how the complaint has been resolved and subsequently closed. If your complaint cannot be resolved within three business days, we will inform you of our understanding of your complaint, and update you as to the next steps.

Keeping you Informed

We will ensure that you are regularly kept informed of our progress. Any updates will include:

- the reasons for any delay
- what further information / documents we require to resolve your complaint
- when you may expect to receive a further update / our Final Response letter

Final Response

We work towards completing our investigations within eight weeks of receiving a complaint but normally expect to resolve matters much sooner than this. In the event that we have been unable to conclude our enquiries within eight weeks, we will write to you and let you know when we expect to be in a position to issue our Final Response letter.

Resolving your Complaint

When we have finalised our investigation into your complaint, we will issue our Final Response letter.

Our Final Response letter will be:

- fair, clear and not misleading
- provide details of our investigation and decision
- include an offer of remedial action or redress (or both) if appropriate.

Referral to the Financial Ombudsman Service (FOS)

If you are not happy with the outcome of the complaint and wish to seek independent review, you can refer your complaint to the FOS. The FOS are an independent public body who can review the complaint on an impartial basis and make a final decision on the matter.

This referral will need to be made within six months of receiving the final response letter from us or eight weeks after the complaint was made. The FOS will not consider a request for review until at least eight weeks after the initial complaint was lodged. Contact details for the FOS are as follows:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange

London

E14 9SR

Telephone: 020 7964 1000 or 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Further information can be found here: <http://www.financial-ombudsman.org.uk/>