

Making a complaint

Need to make a complaint?

There may be an occasion where you feel you have cause for complaint. In this instance, please let us know and we'll do everything we can to put things right. Once we understand the situation, we will aim to deal with it quickly and efficiently. A member of our team will get back to you within three working days of your complaint being received.



How to make a complaint

The best way to get in touch is to contact us and we'll try to help you immediately. If for any reason we can't, we'll do our very best to find a solution for you within three working days.

Step one – contact us

By **secure message**: You can send us a secure message through our customer portal.



Speak to us:

0345 6460 460



Email us:

enquiries@secure.vidasavings.co.uk



Write to us:

Freepost VIDA SAVINGS

Step two – when will you hear back from us?

We always aim to resolve your complaint quickly and fairly, but in some instances, such as a complex case, it may take time to investigate thoroughly. Below are the time-scales you should expect when raising a complaint with Vida Savings.

We'll try to resolve your complaint, where possible, within three business days. If we cannot resolve your complaint as quickly as we would like to, we'll write to you within five business days to confirm your complaint is being investigated.

A final response will be provided within eight weeks from the date we receive your complaint, which will include a full explanation of our findings.

Step three – if we haven't been able to resolve your complaint

We hope it never comes to this but if after receiving our final response you're still unhappy with the outcome of your complaint, you may refer to the Financial Ombudsman Service who provides a free, independent service for customers to resolve disputes with financial firms. The Financial Ombudsman Service will not deal with your case unless you have first given us the chance to assess your complaint and issue our final response to you.

The Financial Ombudsman Service can be contacted at:

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567

Website: www.financial-ombudsman.org.uk

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