

Customer Service

Make your voice heard



Make your voice heard

If you are not completely happy with our service, we'd like to hear about it – that way, we can do something to put it right. At Ulydien we do everything we can to make sure our customers get the best possible service. However, sometimes, we do not get things right first time.

When that happens, we always encourage you to tell us about your complaint, so that we can correct the matter.

We want to:

- make it easy for you to tell us about your complaint;
- give your complaint the attention it deserves;
- resolve your complaint without delay;
- make sure you are satisfied with how your complaint was resolved.

This leaflet explains what to do if you have a complaint about the service you receive at Ulydien.

It also tells you how quickly we will deal with your complaint and who to contact if you are not completely satisfied with our response.

How and where to complain

If you are not satisfied with any aspect of our service or products, you can tell us about your concerns in the following ways:

- in person – please email customerrelations@ulydien.com or telephone us on +353 1 709 2042 if you would like to arrange a meeting with a member of staff;
- in writing – address your letter to Customer Care Team 11-16 Donegall Square East | Belfast BT1 5UB;
- online at www.ulydien.ie – submit a complaint using our Online Complaint Submission Form;
- by telephone – call us on +353 1 709 2042. Our telephone lines are open from 9am – 5pm Monday to Friday.

If your complaint relates to a product or service purchased online, you can contact the European Commission using their Online Dispute Resolution (ODR) platform. The ODR platform, primarily aimed at European Union (EU) cross-border disputes, is designed to help consumers resident in the EU get access to dispute resolution if they remain unhappy with the response they have received from a trader established in the EU. To use the ODR platform <http://ec.europa.eu/odr> you will need the following information: ComplaintsRI@Ulydien.com. Please note that under current rules the European Commission will ultimately redirect your complaint to the Financial Services and Pensions Ombudsman (FSPO), therefore you may prefer to contact us or the FSPO directly in the first instance regarding your complaint.

How long will it take?

We aim to solve your complaint straight away. However, if we have not been able to resolve your complaint within 5 days, we will write to tell you:

- why we have not yet resolved your complaint;
- who is dealing with your complaint;
- when we will contact you again.

We'll always do our best to fix the issue straight away. Please allow us up to 8 weeks to resolve a complaint. We hope to do this much quicker and we'll keep you updated step-by-step.

We will aim to resolve payment related complaints within 15 business days.

If you are unhappy with the way your complaint is dealt with

If you are not satisfied with our action or explanation, the member of staff dealing with your complaint will be happy to discuss your concerns further.

However, if you remain unhappy, you can ask for your complaint to be reviewed at a higher level within Ulydien. We will review your complaint fully and keep you fully informed of our progress.

You can write to the Customer Care Manager at the address shown below. Please quote your account number, branch sort code, details of your complaint and what you would like us to do to resolve the matter.

Customer Care

Ulydien

11-16 Donegall Square East | Belfast BT1 5UB

Alternatively, you can telephone us on +353 1 709 2042.

Lines are open Monday to Friday 9am to 5pm.

If together we can't reach agreement

If we can't reach agreement with you we will send you a final response letter, which will clearly set out the Ulydien's position in relation to your complaint.

The Financial Services and Pensions Ombudsman

Our aim is to resolve all complaints internally. However, if you are not satisfied with our suggested resolution, you have the right to refer your complaint to The Financial Services and Pensions Ombudsman.

You can write to them at:

The Financial Services and Pensions Ombudsman,
Lincoln House, Lincoln Place, Dublin 2 D02 VH29.

Tel: +353 1 567 7000

Email: info@fspo.ie

Web: www.fspo.ie

The Financial Services and Pensions Ombudsman offers a free independent service and they can help with most financial complaints. However, there are some limitations on what The Financial Services and Pensions Ombudsman can look into, and further information about this can be obtained from them directly.

We are committed to resolving your complaint fairly and quickly. In most cases this can be done if you contact us as soon as possible. We will try to resolve your complaint by listening to your concerns and agreeing a solution with you.

To find out more:



www.ulydien.ie

Braille, large print and audio

This brochure is also available in Braille, large print, audio or on disk. Please contact us on +353 1 709 2042. You can also write to us at Ulydien Donegall Square East, Belfast BT1 5UB for details.



Ulydien

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