



Information below is specific to customers of Rockcourt Financial Services Ltd:

At Rockcourt Financial Services Ltd we aim to provide a first-class service. However, we do realise that at times we may not meet the high standards you have come to expect from us.

If you have a concern about any of our services, please tell us. We want to put things right – first time. Your comments help us to improve our services.

If you want to make a complaint you can contact us in the following ways:

- **In person** – You can meet with our compliance manager.
- **In writing** – Send a letter to one of our offices on the address stated below.
- **By phone** – We can also be reached on the contact numbers below.

Rockcourt Financial Services Ltd. has a written procedure in place for effective handling of complaints. Once we receive your complaint we will do the following:

1. Write to you within five working days to confirm we have received your complaint.
2. We will always deal with your complaint as quickly as we can. However, if we have not been able to solve your complaint within four weeks, we will write to you to inform you of the progress we have made and when we aim to send you a full response.
3. We aim to resolve the complaint within 40 business days, and findings will be furnished to you within 5 working days of conclusion.
4. It is important to note that if at any stage you are not satisfied with our action or explanation, you have the right to complain to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Lo-Call 1890 88 20 90.