

mbna

Our commitment to you

mbna

Credit Card(s) issued by MBNA Limited. Registered Office: Stansfield House, Chester Business Park, Chester CH4 9QQ. Registered in England and Wales under company number 02783251. Authorised and regulated by the Financial Conduct Authority. MBNA Limited is also authorised by the Financial Conduct Authority under the Payment Services Regulations 2009, Register Number: 204487 for the provision of payment services. Calls may be monitored and/or recorded for quality and training purposes and for compliance with regulations.

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Making a complaint

MBNA are committed to providing a high quality of service, but things can go wrong despite our best efforts. Given the opportunity we'll always try to put things right and, by making a complaint, you might also draw our attention to something which needs to be improved.

If you've got a question, you're worried about something or would like to make a complaint, please get in touch.

Visit: mbna.co.uk/support/complaints-procedure/

Call: 0800 062 062

Write: Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB.

It's our commitment to you that things will be dealt with fairly and promptly.

We aim to deal with complaints straightaway, and will send confirmation once your complaint is resolved. If we need to look into things in more detail, we'll send you a prompt acknowledgment, keep you updated on our progress and issue a final response as soon as we can.

Complaint handling timescales

Our regulator, the Financial Conduct Authority (FCA), give us the following complaint handling timescales:

Payment or e-money complaints (e.g. Direct Debit/online transactions) – a final response should be issued within 15 days of receiving a complaint, up to a maximum of 35 days where things outside of our control cause a delay.

Other types of complaint – a final response should be issued within 56 days.

Complaint unresolved?

If we can't resolve things in the timescales set by the FCA, or you're not satisfied with our final response, you can refer your complaint to the Financial Ombudsman Service.

Visit: financial-ombudsman.org.uk

Call: 0800 023 4567/0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Write: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.