



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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Our Commitment to you


MBNA Limited is a company of people committed to providing the finest products backed by consistently top quality service. An important part of fulfilling this commitment is making it easy for you to contact us if you have any concerns or questions.

If you would like to discuss any aspect of our products or services please contact our Contact Centre on telephone number 0800 062 062, where one of our Associates will be happy to assist you. Alternatively, you may write to us at the following address:

 Contact Centre
MBNA Limited
Chester Business Park
Wrexham Road
Chester
CH4 9FB

MBNA will provide you with a prompt acknowledgment to your complaint and will endeavour to resolve your complaint within eight weeks. We will keep you updated of the progress of your complaint.

In the unlikely event that we are unable to resolve your complaint within eight weeks of receipt, or if you are not satisfied with our final response, you can contact the Financial Ombudsman Service at the following address:


 The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: [0800 023 4567](tel:08000234567) or [0300 123 9123](tel:03001239123)
email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

How to complain

Occasionally, we may not live up to our promises to provide you with a high quality service. It is our commitment to you as a customer that if you have a complaint, it will be dealt with fairly and promptly. MBNA will endeavour to ensure that the majority of complaints are resolved during your telephone call.

If you would prefer to register a complaint to us in writing, you may contact us at the following address:

 Customer Advocate Office
MBNA Limited
Chester Business Park
Wrexham Road
Chester
CH4 9WW