



OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN



**Have a complaint against your bank
or insurance company?**

We can help!

The Office of the Financial Services Ombudsman provides a legitimate and independent channel through which individuals and small businesses can seek redress with respect to complaints against any of the 8 banks or 30 insurance companies in Trinidad and Tobago.

Complaints we can handle

We can help with complaints about most financial matters involving products and services provided by the commercial banks and insurance companies. These include loan and deposit accounts for banks and life and motor policies for insurance companies. The full list can be found in our brochures located at our Office or on our website www.ofso.org.tt.

Complaints we can't handle

These include interest rates, fees and charges of the banks, premium rates and underwriting decisions of the insurance companies, transactions that occurred prior to January 01, 2003 (banks) and January 01, 2004 (insurance companies). Full details are in our brochures and on our website.

Making a Complaint

- The complainant must first seek resolution at the financial institution where the problem arose.
- If the matter is not resolved to the complainant's satisfaction, then a complaint can be lodged with the Ombudsman's office.
- The complaint must be made on the prescribed form located at our Office or on our website.

Resolving a Complaint

Once the Ombudsman determines that the complaint is valid all attempts will be made to settle the complaint by mediation between the complainant and the financial institution.

The recommendations of the Ombudsman are not binding except when an award is made by the Ombudsman and accepted by the customer. The award is limited to \$500,000, is binding on the financial institution and must not be greater than the amount required to compensate the complainant for direct loss or damages suffered.

The customer does not surrender his/her legal rights and can seek redress in a court of law at any stage of the process.

Charges for using the Ombudsman's Services

The services provided by the Ombudsman's Office are **FREE** to all customers.

FOR FURTHER DETAILS, PLEASE CALL
THE OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN AT:
625-4835/625-2601 Ext. 2650, 2685 or 2681; www.ofso.org.tt
or visit the Office on the 1st floor, Central Bank Building, Independence Square, Port of Spain.