PARTICIPATING REGULATED FINANCIAL INSTITUTIONS

COMMERCIAL BANKS

- ANSA Bank Limited
- Citibank (Trinidad & Tobago) Limited
- First Caribbean International Bank (Trinidad and Tobago) Limited
- First Citizens Bank Limited
- JMMB (T&T) Limited
- RBC Royal Bank (Trinidad & Tobago) Limited
- Republic Bank Limited
- Scotiabank Trinidad and Tobago Limited



NON-BANK FINANCIAL INSTITUTIONS

- ANSA Merchant Bank Limited
- Caribbean Finance Company Limited
- Citicorp Merchant Bank Limited
- Development Finance Limited
- Fidelity Finance and Leasing Company Limited
- First Citizens Depository Services
- First Citizens Trustee Services Limited
- Guardian Group Trust Limited
- Island Finance Trinidad & Tobago Limited
- JMMB Express Finance (T&T) Ltd.
- Massy Finance GFC Limited
- NCB Global Finance Limited
- RBC Investment Management (Caribbean) Limited
- RBC Merchant Bank (Caribbean) Limited
- RBC Trust (Trinidad and Tobago) Limited
- Scotia Investments Trinidad and Tobago Limited

For more information, please contact:

OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN

First Floor
Central Bank Building
Eric Williams Plaza
Independence Square
P.O. Box 1250
Port of Spain
Trinidad and Tobago

Tel: (868) 800-4FSO (4376)/
(868) 621-2288/ 235-2288
Exts: 2637; 2650; 2604; 2681; 2685
Fax: (868) 612-6387

Email: info@ofso.org.tt
Website: www.ofso.org.tt

SCHEDULE OF EXTERNAL OFFICE DAYS

TOBAGO
Victor E. Bruce Financial Complex
2nd and 4th Wednesday each month

SAN FERNANDO
Office of the Ombudsman
1st and 2nd Friday each month



FSO
OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN

BANK AND NON-BANK FINANCIAL INSTITUTIONS

MAR 2026

CENTRAL BANK OF TRINIDAD & TOBAGO

FSO

OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN

The Office of the Financial Services Ombudsman (OFSO) was established by the Central Bank in conjunction with the Banks, Non-Bank Financial Institutions and Insurance Companies to investigate complaints from individuals and small businesses with respect to services provided by these financial institutions. The aim of the OFSO is to render impartial and prompt resolution to complaints that customers have not been able to resolve satisfactorily with their financial institutions.

A small business is defined as one which possesses assets, excluding the value of land and buildings, up to TT$1,500,000.00 at the time the matter giving rise to the complaint arose.

SCOPE OF SERVICES

The OFSO can consider complaints about a wide range of products and services offered by commercial banks and non-bank financial institutions. Such products and services include but are not limited to:

- Deposit Accounts;
- Loan Accounts;
- Investment Services;
- Trust Accounts; and
- Mutual Funds.

LIMITATION IN SCOPE OF SERVICES

A complaint must not be related to:

- General rate of interest offered or charged;
- Fees and charges;
- Risk management policies or pricing of the products;
- Any transaction that has occured prior to January 1, 2003, if it relates to a banking matter; or
- Any transaction that has occured prior to January 1, 2008, if it relates to a non- bank financial institutions matter.

JURISDICTION

The OFSO is not a court of law. The process is relatively informal and decisions are based on four basic criteria:

- Overall fairness and equity;
- Best practice;
- Accepted industry standards and codes of conduct, and
- Due regard to the law.

The authority of the Financial Services Ombudsman (FSO) is limited to complaints pertaining only to the Trinidad and Tobago operations of the commercial banks and their licensed subsidiaries, as well as the non-bank financial institutions.

The recommendations of the FSO are not binding except when an award is made by the FSO and accepted by the customer.

The customer does not surrender his/her legal rights and is free, at any time, to explore other options for resolution of his/her complaint including, taking the matter to court.

BEFORE LODGING A COMPLAINT

Before the FSO will consider a complaint, the following procedures must be followed:

- The complainant must refer the matter to the branch of the bank or non-bank financial institutions at which the complaint arose.
- If not satisfied, the matter may be referred to the dispute resolution office at the Head Office of the bank or non-bank financial institution.
- If still not satisfied at this level, or the matter is not resolved within two months, then the matter may be taken to the OFSO.

WHAT HAPPENS AT THE OFSO

- The complaint must be on the prescribed form and signed by the complainant and his/her authorized representative, if any. The form includes an agreement giving authority to the bank or non-bank financial institution to exchange confidential information with the OFSO to conduct its investigation
- If the OFSO determines that the complaint falls within its jurisdiction, all attempts will be made to settle the dispute by mediation between the two parties.
- If no agreement is reached, then a full investigation will begin into the matter, leading to the making of a recommendation and/or finally to an award by the FSO to settle the matter.

Awards can be for instructions to the bank or non-bank financial institution to rectify the matter and/or for payment as compensation for loss suffered by the customer, but the amount of the award is limited to a maximum of $500,000.00

DEADLINE

A complainant must submit his/her complaint to the OFSO within six months of the bank's or non-bank financial institution's final proposal to resolve the matter.

CAN SOMEONE COMPLAIN ON YOUR BEHALF?

A complainant may ask a representative to file a complaint on his/her behalf. However, both the complainant and the representative must sign the prescribed complaint form in the appropriate spaces provided. Such representative may include a broker, a relative or a power of attorney, but need not be an attorney-at-law.

CONFIDENTIALITY

All personal information received from a complainant or his/her bank or non-bank financial institution will be handled with the utmost confidentiality, except in the case of the Central Bank which may use the information for the purposes or regulatory of supervisory oversight.

Visit our website: www.ofso.org.tt for more information.