

Complaints?

Our company is committed to delivering efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by the member of public. But in most unlikely circumstances if you want to complain -

How to report Complain -

Customers can make a complaint in writing by letter or sending email or by making a phone call.

Contact Info: -

Telephone - 02076500005 (We are open from 10 am to 6 pm from Monday to Friday)

- Calls be may recorded for training and security purposes.

Writing - Compliance Officer

PBL Exchange UK Limited

16 Brick lane, London E1 6RF

United Kingdom

E mail – pbl.ex.uk@primebank.com.bd

The information required while submitting complain:

- Your name and address and contact no
- Unique Transactions Reference no (UTR)
- Details of the complain
- How you want the complain to be resolved

How we handle complain:

We record all complains and try to resolve as soon as possible. The below steps are taken to resolve the complain

Acknowledgement: When we receive a complaint, we will provide written acknowledgement within 5 business days starting from the day after the complaint was received (business days are Mon-Fri excluding bank holidays).

Initial Response: We will send the complainant a letter no later than 4 weeks after the complaint was made, containing a full account of the investigation activities planned, any findings thus far and, if appropriate, any offer of redress.

Final Response: Once we have completed our investigation we will write to the complainant and offer a summary outcome. Our target time to send the Final Response is within 8 weeks of the initial complaint or 4 weeks after receipt of rejection of offer of redress (where applicable) we strive to ensure that we achieve our target time.

If you are not happy with our decision you can write to –

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Email : complaint.info@financial-ombudsman.org.uk phone : 0800 023 4567