

Haverling Over 50's Forum

9 February 2016



Financial
Ombudsman
Service

what do we do?

“we help people sort out problems with financial businesses when they have been treated unfairly”



“financial businesses”

insurer ✓

utility
company ✗

debt
collector ✓



store card
provider ✓

care
home ✗

DWP ✗

“treated unfairly”

“I got turned down for a personal loan because of my age”

“I got ill after I booked a holiday but my travel insurance wouldn't pay out”



“The TV that I bought with my credit card didn't get the channels they promised ”

“My bank has lost power of attorney documents for my friend”

how do we do it?



get in touch

Consumer helpline
0800 023 4567

Mon to Fri – 8am–8pm
Sat – 9am–1pm

questions?

