

Complaints Procedure Guide

At London Forfaiting Company, we appreciate and value feedback on your experiences concerning products and services. For this reason, we want to make sure that you are aware of how to contact us in case you believe that the standard of service is not up to your expectations or feel that you have not been treated fairly. At London Forfaiting Company, we commit ourselves to investigate your complaint in the shortest time possible, and if necessary, we shall seek to resolve the issue within a reasonable timeframe.

In order to assist you through the complaint submission process, please see the below sections for further information and guidance.

What is a complaint?

A complaint can be defined as a statement of dissatisfaction or displeasure addressed to the company by a prospective, actual or former customer (who may be a natural person or legal entity) related to the provision of any services by the company.

Who can lodge a complaint?

Any person (whether a natural person or a legal entity) who the company has offered or provided any services or who has applied to the company for the provision of services may be able to lodge a complaint.

How to complain?

Complaints may be made in writing by sending a letter or email addressed to the Complaints Officer to:

Complaints Officer
London Forfaiting Company
15-18 Austin Friars
London
EC2N 2HE
Email: LFC-ComplaintsOfficer@forfaiting.com

When lodging a complaint, kindly provide us with the following information.

Personal Details
Name & Surname
Company Name (if on behalf of company)
ID Number/Passport Number
Email
Phone
Details of Complaint
Date/s of Event/s
Contact Person/s at the Bank
Information given to you
Detailed explanation of the facts
Any letters, correspondence or documents sent/received in relation to this event

It is free to lodge a complaint with London Forfaiting Company.

What will happen after I submit a complaint?

London Forfaiting Company shall endeavour to investigate and revert with a comprehensive response and decision within fifteen (15) working days from receipt of the original complaint. If for any reason we are unable to reach a decision within fifteen (15) working days, we will inform you of the delay, the cause of the delay and provide an indication as to when a final response and decision is likely to be made.