

How to file a complaint with BwB:

All complaints should be sent in writing to your regular BwB contact or to the Head of Compliance Stephen Pack at **stephen.pack@bwb.earth**

Acknowledging Complaints

Bankers without Boundaries will promptly acknowledge a complaint in writing, providing the name and title of the person that is handling the complaint, and provide appropriate information about the complaint's procedures, unless Bankers without Boundaries believe they can resolve the complaint within three business days.

Bankers without Boundaries will issue an acknowledgment letter within three business days.

Complaints Resolved by the Close of the Third Business Day

Bankers without Boundaries will send the complainant a 'summary resolution communication'. This is a written communication that:

- refers to the fact that they made a complaint and informs them that the firm now consider the complaint to be resolved;
- tells them that if they subsequently decide that they are dissatisfied with the resolution, they may be able to refer the complaint to the FOS;
- indicates whether or not the firm consents to waiving the relevant time limits for referring the complaint to FOS. The FCA sets out specific wording to be used in DISP 1 Annex 3;
- provides the website address of the FOS; and
- refers to the availability of further information on FOS's website.

In addition to sending a complainant this summary resolution communication, Bankers without Boundaries may also use other methods to communicate with them, where the firm consider that doing so may better meet the complainant's needs (e.g. via telephone for complainants who are visually impaired) or where the firm have already been using another method to communicate about the complaint.

Complaints Not Resolved Informally by the End of the Third Business Day

The FCA requires complaints to be handled and resolved promptly. Within eight weeks of receiving a complaint, Bankers without Boundaries must provide a written response. This must be one of the following:

A holding response; or

A final response.

Holding Response

Where a complaint has not yet been resolved Bankers without Boundaries will provide a holding response that:

- explains why the firm is not in a position to provide a final response and indicates when the firm might be able to;
- informs the complainant that they now have the right to refer to the FOS;
- indicates whether or not the firm consents to waive the relevant time limits for referring the complaint to FOS. The FCA sets out specific wording to be used in DISP 1 Annex 3;
- encloses a copy of the FOS's standard explanatory leaflet; and
- provides the website address of the FOS.

Final Response

Also in this response, Bankers without Boundaries must:

- enclose a copy of the FOS's standard explanatory leaflet;
- provide the website address of the FOS;
- explain that if they remain dissatisfied with the response, they may now refer the complaint to the FOS;
- indicate whether or not Bankers without Boundaries consents to waive the relevant time limits for referring the complaint to FOS. The FCA sets out specific wording to be used in DISP 1 Annex 3;
- provide a link to the ODR platform and inform them of the existence of the ODR platform and the possibility of using the ODR platform for resolving disputes.

Closing Complaints

Bankers without Boundaries may regard a complaint as closed in the following circumstances:

- once the firm has sent a final response to the complainant;
- where the complainant has indicated in writing their acceptance of an earlier response that the firm has sent to them; or
- for complaints referred to the FOS, when the FOS has informed the firm in writing that the complaint is closed.