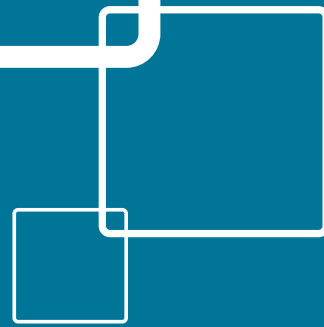


Heritable Savings

Complaints handling
customer information



Heritable Bank

Introduction

As part of our ongoing commitment to quality, and to comply with our regulatory obligations, we have established procedures to ensure that any complaints received from former, potential or existing customers are dealt with in a timely and satisfactory manner.

The Financial Services Authority ("FSA") and the Financial Ombudsman Service ("FOS")

Heritable Bank Plc is authorised and regulated by the Financial Services Authority and is on the FSA Register: 139207. The FSA is a body which was established by Parliament to regulate the activities of, amongst others, banks and financial institutions.

As part of its statutory obligation, the FSA has established the Financial Ombudsman Service which has the power to consider, arbitrate and settle complaints against authorised firms in the event that the parties concerned have been unable to resolve the matter between themselves.

People who may complain to the FOS must be "eligible complainants" and who are either private individuals or businesses whose annual turnover is less than £1m.



Your right of complaint

As our customer, you have the right to complain to us if you believe that you have suffered financial loss, material distress or inconvenience as result of actions taken or not taken by our employees during the course of their employment.

Our undertaking to you

When we receive a complaint from you, we will take the following steps towards resolving your complaint:

By the close of business on the next working day –

- We will consider the grounds of your complaint and provide a suitable explanation and / or offer appropriate redress by way of an apology or financial compensation, or if we cannot resolve the complaint, then

Within 5 working days –

- We will provide you with a written acknowledgement of receipt of your complaint, and
- If we have still not been able to reach a conclusion within this time we will write to you explaining why we have not and we will tell you when we expect to be able to reach a conclusion.
- If we believe you are not eligible to complain to the FOS then we will tell you.

Within 4 weeks of receipt of your complaint –

- We will reply to you and provide an explanation of the action we took, including any advice given to us, as a means towards resolving the complaint and we will further offer redress by way of an apology and compensation, if appropriate.

Within a further 4 weeks (8 weeks from receipt of the original complaint) –

- We will write to you with our final response, explanations and any offer for redress.

If you have not received a reply from us that is satisfactory to you within 8 weeks, then you are entitled to refer the matter to the Financial Ombudsman Service. If our final letter is not satisfactory you must let us know and we will provide you with a formal letter of deadlock. You will remain entitled to refer your complaint to the Financial Ombudsman Service for 6 months following receipt of our letter to you.

In the event of a complaint please contact:

Complaints Officer

Heritable Bank
Freepost RRTZ-UEXA-JAZE
PO BOX 714
Wallsend NE28 5AS

T: 0845 607 1212

Textphone: 0845 602 6615

E: info@heritablesavings.co.uk

Further information may be obtained from:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

T: 0845 080 1800
Switchboard: 020 7964 1000
E: enquiries@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

Financial Services Authority
25 The North Colonnade
Canary Wharf
London E14 5HS

Switchboard: 020 7676 1000
Website: www.fsa.gov.uk

All reference to Heritable Bank refers to Heritable Bank Plc. Registered in Scotland No. 717. Registered Office: 24 Great King Street, Edinburgh EH3 6QN. Heritable Bank Plc is authorised and regulated by the Financial Services Authority and is on the FSA Register: 139207. We are a member of the Landsbanki Group. We subscribe to the Banking Code.

**Heritable Bank's documentation is available in Braille,
large print and audio versions.**