

The aim of the bank is to respond to complaints in a timely manner. However, the length of time taken to get back to your complaint does vary depending on the complaint so it can take longer.

- Payment services: responses may take up to 15 working days or up to 35 days in exceptional circumstances. Payment services include payments made online, made or received from your current account, saving account etc
- For any other matter: If we can resolve your complaint right away to your satisfaction, we will send you an acknowledgement to confirm it. For more complicated cases, it may take up to 8 weeks, but we will keep you updated throughout the process.
- You may make a complaint either in writing (letter/email), in person (by prior appointment with the Bank) or by phone.
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- Please contact your relationship manager or email our customer services support team. Their email address is curzonstmo@bankofbeirut.co.uk
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- Alternatively, you may write to our Compliance Department.
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- Please address your letter to:
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- Head of Risk and Compliance
- Bank of Beirut (UK) Ltd
- [66 Cannon Street](#)
- [London](#)
- [EC4N 6AE](#)

Subject to eligibility if you are unhappy with the bank's response, you can contact the Financial Ombudsman Service (FOS), who will independently review your case for free.

The FOS contact details are found below:

Free phone (UK): [0800 023 4567](tel:08000234567)

Low-cost phone (UK): 0300 123 9123

From Abroad: [+44 20 7964 0500](tel:+442079640500)

Website: www.financial-ombudsman.org.uk