

Complaint Handling Procedure

Everyday is a trading name of Everyday Finance Ltd, which is regulated by the Central Bank of Ireland. As such, we are committed to setting standards of good practice to ensure all our customers receive good service. In the event that you are not completely satisfied with any aspect of our products or service, we have an internal procedure in place for handling complaints fairly and speedily. This includes set times to acknowledge and respond as appropriate.

STAGE 1

If you want to make a complaint, in the first instance you should contact us by phone on 091-700010, in writing to, The Complaints & Dispute Resolution Team, Everyday, 16 Briarhill Business Park, Ballybrit, Galway or by email to info@everydayfinance.ie.

We will appoint the appropriate management level to resolve your complaint. If we have not resolved your complaint within 24 hours, we will write to you within 3 business days, setting out the name and title of the individual handling the complaint.

STAGE 2

Within 20 business days of receiving a complaint the individual responsible for investigating the complaint will be required to make a final response. If this deadline cannot be met, you must be notified, given an explanation as to why the complaint has not been resolved and an advised when Everyday will make further contact in relation to the complaint.

STAGE 3

All complaints must receive a final response within 40 business days of receipt. If this deadline cannot be met, due to reasons beyond the control of Everyday, you must be provided with a written explanation as to why we have been unable to provide a final response and an indication as to when you can expect the final response.

If you are not satisfied with the final response and you may wish to refer your complaint to the Financial Services Ombudsman:

Financial Services Ombudsman's Bureau,
3rd Floor, Lincoln House,
Lincoln Place,
Dublin 2, D02 VH29.

Lo-Call: 1890 88 20 90