



Financial
Ombudsman
Service

enquiries and consumer helpline

Monday to Friday – 8am to 8pm

Saturday – 9am to 1pm

- **0800 023 4 567**

calls to this number are now free on mobile phones and landlines

- **0300 123 9 123**

calls to this number cost no more than calls to 01 and 02 numbers

These numbers may not be available from outside the UK – so please call us from abroad on +44 20 7964 0500.

We'll be happy to phone you back, if you're worried about the cost of calling us.

You can also **text us** on 07860 027 586 and we'll call you back. But please don't send any account numbers or bank details – we'll sort that out later. And if you feel you need to speak to us more urgently, it's probably best to call us so we can help there and then.

- **enquiries**

please use this form use this form for general enquiries about our service and how we can help