

# MAWDY

## Complaints Process - Chill

If you wish to make a complaint about any product or service provided by MAWDY, please submit your complaint to the firm. All complaints should be made in writing and addressed to:

Customer Service Department,  
MAWDY,  
22-26 Prospect Hill,  
Galway,  
H91 T3HK  
Phone: 01 279 9989  
Email: [ieteles@mawdy.com](mailto:ieteles@mawdy.com)

You will be offered the opportunity to treat an oral complaint as a written complaint. All formal complaints will be acknowledged by MAWDY within 5 working days by the point of contact handling the complaint. The complaint will be fully investigated, and you will be kept informed of progress at minimum intervals of 20 working days. MAWDY will endeavour to complete its investigation within the prescribed 40 working day timeframe. Where the 40 working day timeframe has elapsed and the complaint is not resolved, MAWDY will notify you of the anticipated timeframe in which they hope to resolve the complaint and your right to refer the matter to the Financial Services and Pensions Ombudsman (contact details stated below).

Within 5 working days of the completion of the investigation, MAWDY will communicate the complaint decision and the reasons for that decision.

If you remain dissatisfied with MAWDY's handling of the complaint or the outcome of the investigation, you are entitled to refer your complaint to the:

Financial Services and Pensions Ombudsman,  
3rd Floor, Lincoln House, Lincoln Place,  
Dublin 2 D02 VH29.  
Phone: + 353 1 567 7000  
Email: [info@fspo.ie](mailto:info@fspo.ie)