

order form for consumer leaflet: *your complaint and the ombudsman*



Financial
Ombudsman
Service

- The FSA rules require businesses to give customers a copy of the ombudsman leaflet, *your complaint and the ombudsman*, at the appropriate stage in the complaints procedure.
- To order supplies of the leaflet, please complete the form below and return it to us, indicating your method of payment. You can pay by cheque, BACS, debit card and credit card, or you can use the order form to request an invoice. The leaflets are available in packs of 25 and cost £5 per pack (including postage & packing).
- Leaflets are free to public libraries and consumer advice agencies such as trading standards departments and citizens advice bureaux – please phone us for copies on 020 7964 1472.
- Businesses needing large supplies may prefer to print the leaflet themselves. We can provide the artwork in electronic format (as an *Adobe PDF* file for Mac), enabling firms to print the leaflet under licence (using sheet-fed offset litho). Please contact us for more details.

your contact details

your name

your job title

name of company
or organisation

your phone number
and email address

your delivery address

deliver to

We cannot deliver to PO box numbers

contact name/phone number
at delivery address

your order details

number of copies you require
(in multiples of 25)

price

£5.00 for pack of 25 (including p&p)

total payable

£

return this form ...

... with your cheque made payable to **Financial Ombudsman Service Limited** to:

Grace Griffiths, publications team
Financial Ombudsman Service
South Quay Plaza

183 Marsh Wall
London E14 9SR

phone 020 7964 1472
fax 020 7964 1473

internal use only

BACs/Chq rec

order ref

date sent