

## Irish Mortgage Corporation (“IMC”) Complaints Procedure

Irish Mortgage Corporation Ltd trading as Irish Mortgage Corporation, IMC, Irish Pensions Corporation, and Moneycoach are subject to this procedure.

IMC aim to provide the best advice and support to our clients however sometimes issues will occur which may cause your dissatisfaction. IMC will respond to all complaints in a courteous, fair and timely manner and address the specific issues raised by you. Complaints need to be sent for the attention of the Compliance Manager at the following email address [info@irishmortgage.ie](mailto:info@irishmortgage.ie) or via post at 118 Lower Baggot Street, Dublin 2.

IMC will:-

- Acknowledge in writing the complaint within 5 working days of receipt and will provide you with the name of person who will be your point of contact.
- Investigate the complaint as swiftly as possible and take all the necessary steps to resolve the complaint.
- Provide you with a regular update, on paper or on another durable medium, on the progress of the investigation of the complaint at intervals no greater than 20 working days, starting from the date on which the complaint was received.
- Attempt to resolve your complaint within 40 business days of receipt of the complaint. If 40 days has elapsed and the complaint remains unresolved, we will inform you of the anticipated timeframe within which we hope to resolve the complaint and inform you that it can be referred to the relevant Ombudsman with contact details.
- Within 5 working days of the conclusion of our investigation of the complaint, IMC will advise you:
  - The outcome of the investigation.
  - Where applicable, the terms of any offer or settlement being made.
  - You have the right to refer the matter to a relevant ombudsman.
  - The contact details of the Financial Services and Pensions Ombudsman (FSPO).

In the event that you are dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Financial Services and Pensions Ombudsman (FSPO), Lincoln House, Lincoln Place, Dublin 2 D02 VH29. Telephone +353 1 567 7000, email:[info@fspoi.ie](mailto:info@fspoi.ie).