



Making a complaint

Our aim is to provide a first class level of service, we are committed to treating our customers fairly, however issues do arise from time to time. If you wish to register a complaint please contact us using one of the following methods

By phone: 02890 734222 By email: customercare@dfcbelfast.co.uk In Writing: F.A.O. Annette Shanks, Customer Care Manager, DFC NI Ltd. DFC House 19 Heron Road Belfast BT3 9LE

We aim to acknowledge your complaint within 3-5 working days

If you are not satisfied with a decision taken in respect of a complaint or appeal, you may contact the BVRLA (our industry trade association) who will act as an independent arbiter, The BVRLA can be found at www.bvrla.co.uk Consumer Credit customers also have the legal right to refer unresolved disputes to the Financial Ombudsman Service within six months from the date of the final decision at www.financial-ombudsman.org.uk/consumer/complaints