



Denis Lejeune &lt;denislejeune53@gmail.com&gt;

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## Thank you for contacting the Financial Ombudsman Service

1 message

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do\_not\_reply@financial-ombudsman.org.uk <do\_not\_reply@financial-ombudsman.org.uk>

5 septembre 2025 à 11:45

À : denislejeune53@gmail.com

Thank you for contacting the Financial Ombudsman Service, we are a free service set up to resolve disputes with financial businesses, like banks or insurance companies.

We're helping a lot of customers at the moment, so I'm sorry we won't be able to reply straight away.

### If you're contacting us about a new complaint

You can find out more about the things we can help with on our [website](#) – where you can also use our [complaint checker tool](#) to see if your complaint is one we can look at.

If we can help, we will get back to you within 7 days. Due to the volume of enquiries we receive, we are only able to reply to those customers we can help.

### If you already have a complaint with us

We'll contact you once your complaint is with a case-handler.

However, if you're experiencing serious financial or health problems, or need to speak to someone urgently, please call us on 0800 023 4567.

### If we are not able to help you

We can only look at complaints about financial businesses (like banks, insurance companies and finance firms). We can't help with other complaints – for example, about phone and utility companies, council tax or legal services. Please look at our [website](#) for more information about other organisations that may be able to help – but they are completely separate from the Financial Ombudsman Service

And just to remind you again, if we **can** help, we will get back to you within 7 days.

Thanks,

Financial Ombudsman Service