



Denis Lejeune <denislejeune53@gmail.com>

Thank you for contacting the Financial Ombudsman Service

1 message

do_not_reply@financial-ombudsman.org.uk <do_not_reply@financial-ombudsman.org.uk>

24 novembre 2025 à 15:53

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