



Rabobank



We value your opinion

Rabobank Complaints process

At Rabobank, each of our clients is important to us and we pride ourselves on providing fair, swift and courteous service at all times. Despite our efforts, there may be times when we do not meet your expectations. If this happens, we need to know. Your feedback helps us understand your needs so that we can improve our service and do things better.

Does this procedure apply to you?

This procedure is applicable to all Corporate Clients.

What you should do

Contact your relationship manager

If you have a complaint¹, please contact your relationship manager first and inform him/her about your concern. He/she will do the utmost best to resolve your concern promptly.

¹ Rabobank considers a complaint as a communication from a (potential) customer that expresses any dissatisfaction with the services obtained from Rabobank or the complaints handling process itself.

Contact us by mail or e-mail

You can also submit your complaint by mail or e-mail. You can find the contact details on www.Rabobank.ie.

What happens next?

For complaints that can't be resolved by your relationship manager, the complaint will be escalated to Fiona Egan, Managing Director, Local Head of Global Corporate Clients – Ireland.

Your complaint will be investigated and we will obtain additional information from you as necessary. We will also determine whether the complaint should be upheld, and (if appropriate) determine any remedial action and/or redress. We will keep you informed of the progress and the measures undertaken from our end in resolving your complaint without undue delay but within 8 weeks following the day we received your complaint.

If we can't reach a resolution together

If you are dissatisfied with this determination then you are entitled to pursue all other legal remedies available.

We value our relationship

At Rabobank we value our relationship and we aim to provide you and our other clients with the best possible service. Your feedback, suggestions and even complaints help us to improve our services and is therefore the highest value to us. We thank you for your time and for your trust in Rabobank.