

Ulster Bank Customer Complaints Form
Complaint Information

(Please attach any supporting documentation or correspondence with this form and forward to ubbrowsersupport@ulsterbank.com and noting that the firm should retain a copy of all correspondence for their records)

Broker
Name of account:
Mortgage Reference Number (if applicable):
Name of Complainant:
Preferred Customer Telephone Number:
Alternative Customer Telephone Number (if available):
Does the customer wish to make a formal complaint?
Yes **No**
How did the customer contact your firm to register the complaint?
Telephone
Email
Letter
Other (Please specify) _____

Date Initial Complaint received:

____ / ____ / ____

Has this complaint been resolved by the firm?
Yes
No
 If no please provide further details

Nature of the Complaint:
Process
Product
Service
Other (Please specify) _____

Investigation undertaken to date and projected timeline for resolution:
Customers desired outcome:
Contact Details of nominated staff in firm to discuss complaint
Name:
Phone Number:
Broker Support Unit (to be completed by Ulster Bank Staff only)
Additional Information