

Technical Incident

Customer Form

 **Ulster Bank**

Please use this form if you are a Personal, Business or Private Ulster Bank customer seeking reimbursement for reasonable out-of-pocket expenses as a result of this technical incident.

This may be because:

1. The actions we are taking to refund fees, interest and charges have not been sufficient to put you back in the same financial position you would have otherwise been in.
2. The technical incident caused a delay in payments that have not been corrected or reimbursed.

You can also contact us by:

- Completing the form on our website ulsterbank.co.uk
- Speaking to your Relationship Manager (Business/Private customers)
- Visiting any branch or business centre
- Calling our helpline for information on 0800 231 232*. 8am -6pm, Monday - Saturday.

It will help if you can back up your claim with any paperwork you have, for example phone bills, bus tickets, travel receipts, bills or invoices. Please keep a copy of the paperwork you supply to us for your records. Please note that original documents can be returned to you on request or you can bring them to your local branch or business centre where they can be verified and returned to you immediately.

What will happen next?

1. We will investigate the issues you have experienced and the paperwork you have provided.
2. Upon completion of our investigation, we will write to you to inform you of the outcome.
3. If you are not happy with this outcome, you can contact the Financial Ombudsman Service, who can look into your concern:

Write to: 183 Marsh Wall, South Quay Plaza, London E14 9SR

Call: 0845 080 1800

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk

For further information:

 **Talk to us today**

 **ulsterbank.co.uk**

 **0800 231 232***

Please complete this form to explain how you have been left out-of-pocket as a result of the technical incident.

You may use the same form to claim for more than one out-of-pocket expense. However, if you wish to claim back expenses for both your Ulster Bank personal **and** business accounts, please submit a form for your personal account(s) and a separate form for your business account(s).

Please tick if you are a: Personal Customer Business Customer PRIVATE Customer

Which of the following does this claim relate to? Please tick the relevant box(es):

Current Account Savings/Deposit Credit Card Mortgage Loan

Other (please specify)

Reference No:

If you have been given a reference number please insert into the box above. If you do not have a reference number please complete Section 1 – Your details.

Relationship Manager's Name (business customers):

Section 1 – Your details

Note – If you already have a Reference No. please skip to Section 2.

Your Information: We are a member of the Royal Bank of Scotland Group (the Group). For information about our group of companies please visit www.rbs.com and click on 'About Us', or for similar enquiries please telephone 0131 556 8555 or Textphone 0845 900 5960. The information which you provide will be used for the purposes of managing your query only.

Please enter your Ulster Bank account details below.

If the issues you experienced, as a result of our technical incident, affected more than one account, please enter your main account number. Please also note that unless you contact us to request an alternative arrangement, all payments, once agreed, will be made to the account you provide below. If you do not have an Ulster Bank account, you do not need to provide your bank details. An alternative payment arrangement will be put in place for you.

Your branch sort code (6 digit code starting 98-xx-xx):

Your account number (8 digits):

Your Personal/Business details:

Title (please tick) Mr Mrs Miss Ms Other If other, please specify: _____

Name(s) (First Name & Surname): _____

Business Name: _____

Date of Birth:

Personal/Business Address: _____

Postcode: _____

Email Address: _____

Daytime Telephone No: _____

Mobile No: _____

We may need to contact you so that your query can be dealt with as quickly as possible. We may use e-mail and text to keep you up to date on your claim, so please ensure these details are correct.

Please note that Ulster Bank will never contact you, or ask anyone to do so on our behalf, with a request to disclose your Security Details in full. If you receive any such request from anyone (even if they are using our name and logo and appear to be genuine) then it is likely to be fraudulent and you must not supply your Security Details to them in any circumstances. You should report any such requests to us immediately.

Section 2 – The impact on you

How much did we leave you out of pocket?

I attach paperwork to support this Please tick No. of documents enclosed:

Additional paperwork to follow. Please tick Additional paperwork enclosed. Please tick

I would like these documents returned to me. Please tick

If you cannot supply paperwork to back up your claim, please tell us why below.

What went wrong?

Please tell us in your own words what went wrong, and what we can do to put things right. Please continue on another page if you need to provide more detail.

Note: if you already have registered your details with us and have provided this information, please skip to section 3.

Please do not include any secure information in your comments such as your 16 digit card number or PIN. We do not need this information.

Lined area for providing details of what went wrong.

Section 3 – Submitting your form

Customer Declaration: I confirm that all of the details, answers and information given in this form are true, accurate and complete and I have not concealed any material information. I am making this claim in good faith with Ulster Bank Limited.

Please sign here:

_____ Date: ____ / ____ / ____

Please return this form and your paperwork to us in one of the following ways:

Personal Customers:

- Send by Freepost to: 1906 Central Claims Unit, Ulster Bank, FREEPOST BEL 4084, Belfast BT1 5BR.
- Or visit any branch or business centre.

Business Customers:

- Return to your Relationship Manager.
- Visit any branch or business centre.
- Or send by Freepost to: 1906 Central Claims Unit, Ulster Bank, FREEPOST BEL 4084, Belfast BT1 5BR.

PRIVATE Customers:

- Return to your Relationship Manager.