

Complaint?
We value your feedback!



Butterfield Bank

At Butterfield Bank, we view your complaint as valuable feedback to help us improve our business to serve you better. We, therefore, thank you for taking the time to complete this form and bringing this matter to our attention.

Our procedure for handling Complaints

Your complaint will be acknowledged within 72 hours of receipt. Thereafter the matter will be reviewed by a senior individual within the area to which the complaint refers. If needed, we may contact you for further clarification of your information.

We will consider all the facts carefully to ensure that your complaint is handled fairly and will provide you with a written response in a timely manner.

If you are not satisfied with the written response to your complaint, you may refer the matter in writing to our Complaints Arbitration Unit for further consideration. Details of how to contact the Complaints Arbitration Unit will be provided with our response to your complaint.

To assist us with processing your complaint, kindly complete the following information and return this leaflet to any of our branches.

Complaint Form

**For Bank
Use Only**

Log
Number:

Date
Received:

Date
Responded:

Attention Customer Service

Kindly complete and return this brochure to any Butterfield Bank branch. A customer service representative will contact you shortly.

Name

Date (dd/mm/yy)

Account Number

Telephone
Home

Work

Cell

Fax Number

Mailing Address

Email

Preference for response (please indicate one)

By post

By fax

By email

Details of Complaint

For more information
please contact us at:

Tel: (345) 949-7055

Fax: (345) 949-7004

Email: info@butterfieldbank.ky

www.butterfieldbank.ky



Butterfield Bank

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