



## KBC Bank NV Dublin Branch

As part of KBC Bank Ireland's exit from the Irish Market all servicing and account queries should now be directed to KBC Dublin Branch. If you need to get in touch with KBC Dublin Branch you will find a table below with useful information as to how to direct your query and our commitment to when you can expect to receive a response.

I would like to request a statement.	<ul style="list-style-type: none"> <li>You will find a form to download at <a href="http://www.kbc.com/en/kbc-ireland">www.kbc.com/en/kbc-ireland</a></li> <li>Please complete this form and email us at <a href="mailto:CustomerEnquiries@kbc.com">CustomerEnquiries@kbc.com</a> or send by post to KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2.</li> <li>We will aim to issue your statement to you within 3 business days and will contact you if we require further information.</li> </ul>
I would like to make a Data Access Request.	<ul style="list-style-type: none"> <li>You will find a form to download at <a href="http://www.kbc.com/en/kbc-ireland">www.kbc.com/en/kbc-ireland</a></li> <li>Please complete this form and email us at <a href="mailto:CustomerEnquiries@kbc.com">CustomerEnquiries@kbc.com</a> or send by post to KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2.</li> <li>We will aim to provide you with a copy of all your data held within 1 month and will contact you if we require further information.</li> </ul>
I have a general query.	<ul style="list-style-type: none"> <li>All queries should be provided to KBC Dublin Branch in writing.</li> <li>You can get in touch with us by email at <a href="mailto:CustomerEnquiries@kbc.com">CustomerEnquiries@kbc.com</a> or by post to KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2.</li> <li>We will aim to respond to your query within 3 business days.</li> </ul>
I would like to make a complaint.	<ul style="list-style-type: none"> <li>You can make a complaint in writing using the details below or by phone on (01) 961 9800.</li> <li>You can get in touch with us by email at <a href="mailto:ComplaintsTeam@kbc.com">ComplaintsTeam@kbc.com</a> or by post to KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2.</li> <li>We will acknowledge your complaint within 5 working days.</li> <li>We will respond to your complaint within 40 business days or 15 business days in respect of complaints covered by Payment Services Regulations.</li> </ul>
I would like information on my Tracker Mortgage Examination appeal.	<ul style="list-style-type: none"> <li>A dedicated team remains in place to support you with your query.</li> <li>You can e-mail this dedicated team at <a href="mailto:TrackerMortgageExamination@kbc.com">TrackerMortgageExamination@kbc.com</a> or get in touch by telephone at (01) 664 6983.</li> </ul>
I would like to validate my contact details to request a refund.	<ul style="list-style-type: none"> <li>You can get in touch with us by email at <a href="mailto:CustomerEnquiries@kbc.com">CustomerEnquiries@kbc.com</a> or by post to KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2.</li> <li>We will provide you with a Payment Authorisation Form to complete and return to us.</li> <li>Once your details have been validated we will issue the refund by Credit Transfer within 5 business days.</li> </ul>
My account transferred to KBC Dublin Branch and I would like more information about payments or managing debt.	<ul style="list-style-type: none"> <li>You will find more information about making payments or/and managing debt on <a href="http://www.kbc.com/en/kbc-ireland">www.kbc.com/en/kbc-ireland</a></li> </ul>

We hope this information is helpful but if you did not find the answer to your query you can log on to [www.kbc.com/en/kbc-ireland](http://www.kbc.com/en/kbc-ireland) for more information or phone us directly on (01) 961 9800 Monday - Friday 9.00am - 5.00pm.

KBC Bank NV Dublin Branch with registered office at KBC Dublin Branch, Scotch House, 6-7 Burgh Quay, Dublin 2 with registration number 904213. KBC Bank NV Dublin Branch is licenced by the National Bank of Belgium in Belgium and is regulated by the Central Bank of Ireland for conduct of business rules.