



Hewlett Packard
Enterprise

Hewlett-Packard International Bank

Client Satisfaction

Hewlett-Packard International Bank (“HPIB”) is registered in Ireland and is regulated by the Central Bank of Ireland. HPIB otherwise known as Hewlett Packard Enterprise Financial Services (“HPEFS”) provides financing and asset management solutions and is part of the Hewlett Packard Enterprise Group.

We want to provide you with best in class customer service. As such we are fully committed to providing financing solutions and service offerings in a fair and professional manner to our customers, partners and business representatives.

We welcome any suggestions, which will help us respond to your needs and improve your experience with us. We recognise that things can go wrong sometimes, and if you have any reason to complain please:

1. Let us know the exact nature of the complaint by contacting your local HPEFS representative or using the contact details below.
2. Provide any supporting information such as company name and contract number or other specific information
3. Include your contact details – name, email, telephone number.

We will respond to you as quickly as possible.

Email FinancialServicesResolution@hpe.com

Postal address

EMEA Customer Delivery Leader
Hewlett-Packard International Bank
Liffey Park Technology Campus
Barnhall, Leixlip
Co. Kildare,
Ireland

Overview of HPIB's Complaints Procedure

We define a '**complaint**' as a formal statement of dissatisfaction (either written or verbal) received by us relating to the provision of financial solutions or asset management services. It covers any concerns or deficiencies you may have in the:

- Service offered;
- Standard of service expected;
- Behaviour of our employees in delivering that service.

We aim to solve your complaint within five business days. In the unlikely event that we do not resolve your complaint within five business days the following timeframes will apply:

TIMEFRAME	OUR RESPONSIBILITIES
Up to 5 business days of receipt	Acknowledge receipt of a complaint received from a customer Provide a <i>Point of Contact</i> to assist the case resolution Investigate the case
5 to <40 days	Provide updates every 20 days on the progress of the investigation
<40 days	Aim to have the matter resolved
40+ days to closure	If the case is not resolved will provide the anticipated timeframe of resolution
Within 5 business days of the completion of our investigation	Will provide an outcome of the investigation, and terms of any offer or settlement if applicable. If the final outcome does not satisfy the complainant will include a full explanation of the company's position on the matter.

Note – Irish micro and small enterprises have recourse to FSPO (Financial Services and Pensions Ombudsman). These customers can contact the FSPO at the following address:

- **Phone:**+353 1 567 7000;
- **Email:** info@fspoi.ie
- **Address:** Lincoln House, Lincoln Place, Dublin 2,D02 VH29

Web: <https://www.fspoi.ie/make-a-complaint/>