How to Raise a Complaint

What is a Complaint?

PROVEN Bank (Cayman) Limited (the Bank) defines a complaint as a written or spoken expression of dissatisfaction whether justified or not, from/on behalf of a person about the provision of or failure to provide a financial service offered by Proven Bank. The Bank values the opinions of its client and therefore ask that you submit feedback concerning our service or our staff.

How we Respond to Client Complaints

PROVEN Bank is guided by its Complaints Handling Policy and Procedure which outlines the Bank's approach in the handling of customer complaints, see a synopsis of the Bank's Service Level below:

Action	Timeline
Acknowledge Receipt of the Complaint	Within 1-3 business days via telephone, face to face or written response (including email)
Provide Update to Complainant	Update client within 5 business days where resolution is dependant on another department/third party.
Target Resolution time	Complaints to be resolved within six (6) weeks or sooner depending on the complexity of any investigation.
Where final decision cannot be reached within a specific timeline and additional time is required to resolve.	Client to be advised reasons for the delay, expected completion date and their right to escalate to the Cayman Islands Monetary Authority or the office of the Ombudsman

Refer to the below on how to log a Complaint with PROVEN Bank (Cayman) Limited:

By Email:

- General**:** Info@provenbank.com
- Corporate and Private Banking: Corporateandprivatebanking@provenbank.com
- Consumer Banking**:** clientrelationship@provenbank.com

by Telephone: +1 (345)-949-7822

In person: Visit the nearest Proven Branch

Escalating your Complaints

If your complaint is not resolved to your satisfaction or if you have not received a response, you may raise the issue with the *Cayman Islands Monetary Authority* or the *Office of the Ombudsman*, these entities can be contacted as follows:

Cayman Islands Monetary Authority

Email: contactbanking@cima.ky
Telephone: +1 (345) 244-1606

Written complaints via post:

Banking Supervision,
Cayman Islands Monetary Authority P.O. Box 10052,
Grand Cayman KY1-1001,
Cayman Islands

Hand delivery:

Cayman Islands Monetary Authority
2nd Floor Pavilion East, Cricket Square,
205 Elgin Avenue
George Town, Grand Cayman

Office of the Ombudsman

Email: info@ombudsman.ky
Telephone: +1 (345) 946 6283

Written complaints via post:

Ombudsman
P.O. Box 2252,
Grand Cayman KY1-1107
Cayman Islands

Hand delivery:

Ombudsman
5th Floor, Anderson Square,
64 Shedden Road,
George Town, Ky1-1107
Grand Cayman