

How to Make a Complaint Customer Guidelines

As part of our mission to build a long-term relationship with you, our valued customer, MF&G Trust & Finance Limited is committed to providing the best service experience professionally, efficiently and as seamlessly as possible.

While we work to achieve this objective, we are aware that there are times when it will be necessary to make a complaint.

Please make contact with our Client Services Department to communicate your concerns, questions or complaint using any of the following channels:-

- + Telephone: (876) 922-5860 (Extension: 2235)
- + E-mail: mfgtrustfin@mfg.com.jm
- + A visit to our Office at 21 East Street, Kingston, Jamaica
- + By post addressed to The Manager - Client Services
- + By Fax to (876) 922-6744

When making a complaint, please ensure that you provide us with your contact details including your name, telephone number and address or complete a Customer Complaint form.
(Available on our website and at our office)

[PLEASE CLICK HERE TO FILE A COMPLAINT](#)

What will happen next?

1. **Within two** business day of receiving your complaint, we will send you a letter/e-mail acknowledging receipt of your complaint. At this point, we will inform you of an initial date when we will update you on the progress of the complaint.
 2. Your complaint will be assigned a unique reference number. **Please use this number when communicating with us about the complaint.**
 3. We will conduct an initial assessment and contact you immediately if further information or documents are needed.
 4. During the investigative process, we will make contact with you to keep you abreast of the progress. Contact will be made when necessary, but not less than **every five (5)** business day until the matter is resolve.
 5. **Within 15 business days** after acknowledging your complaint, we will write to you informing you of our decision and detailing the action(s) taken or to be taken to resolve the issue.
 6. If you are satisfied with the action (s) taken to resolve the issue, we ask that you respond to us **immediately, but no later than five (5) business days** to confirm your agreement. Once confirmation is received, the complaint will be closed.
 7. If you are not satisfied, we will request a meeting to discuss and resolve your complaint. The complaint will be elevated to the General Manager or Chief Operating Officer.
 8. Within **three (3)** business days of the meeting, we will write to you to confirm our agreement.
 9. We ask that you **respond in writing immediately**, but no **later than five (5) business days**. At this point the complaint will be closed.
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