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Provider Online Phone Opening hours Postal address Abbey (MBNA) 0800 917 6592 Monday to Friday 8am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Che to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN Abbey National 0800 171 2171 Monday to Friday 8am to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN Abound 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH ACF Car Finance 01244 625 633 Monday to Friday 9am to 5pm ACF Car Finance Limited, International House, Kingsfield Court, Chester Business Park, Chester Business Par Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Additions 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham Avenue, Chelmsford, CM92 1LH Additions Direct 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham Avenue, Chelmsford, CM92 1LH ALD Automotive Ltd 0117 908 6589 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham Avenue, Chelmsford, CM92 1LH Alliance & Leicester (MBNA) 0800 917 6592 Monday to Friday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB Alliance & Leicester (Santander) 0800 171 2171 Monday to Friday 8am to 8pm and Saturday 8am to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN American Airlines 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ American Express (AMEX) 0800 0323712 or 01273 576109 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express, Department 333, 1 John Street, Brighton, BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to Friday 9am to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to 5pm UK Executive Customer Relations, American Express (BN88 1NH AOL 0800 917 6592 Monday to 5pm UK Executive Customer Relations, American Executive Customer Relations (BN8 Business Park, Wrexham Road, Chester, CH4 9FB Aqua 0333 220 2691 Monday to Friday 8am to 9pm, Saturday 9am to 5pm and Sunday 10am to 6pm HRG - PPI Complaints, P.O. Box 3098, Reading, RG1 9ZH Argos Additions 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH ASDA 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am Saturday 8am to 8pm Saturday 8am to 8pm Saturday 8am to 8pm Saturday 8am to 8pm Satur Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Bank of Ireland UK 0345 607 6500 for Post Office Money® Credit Card, Post Office Money® Card, Post Office Money® Card, Post Office Money® Card, Post Office Money® Card, Post Office Loans.co.uk (LCUK) 0800 917 6592 Monday to Friday 9am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB Lombard 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Lombard North Central 0345 8778888 Monday to Friday 8am to 5pm Customer Relations Team, South Yorkshire, S63 5AD Lombard Tricity Finance 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Look Again 0333 200 8068 Monday to Friday, 9am to 5pm PPI Compliants Department, LV=, County Gates, Bournemouth, BH1 2NF M&S Bank 0800 633 5817 Monday to Friday 8am to 6pm PPI, PO Box 3843, Kings Meadow, Chester, CH1 9EY MacKays 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Mamas & Papas 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Man Utd FC 0800 917 6592 Monday to Friday 9am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, 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Customer Concerns Team, 5th
Floor,1 Hardman Boulevard, Manchester, M3 3AQ Mothercare 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN MotoNovo Finance 0333 200 0030 Monday to Friday 8am to 6:30pm and Saturday 9am to 3pm MotoNovo Finance, One Central Square, Cardiff, CF10 1FS National & Provincial 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm 17:00 Mon, Tues, Thurs, Fri and 09:30 to 17:00 Wed 51 Homer Road, Solihull, West Midlands, B91 3QJ Nationwide Building Society 0800 545 3004 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Nemo Personal Finance 0800 138 2935 Monday to Friday 9am to 6pm Nemo Personal Finance, Trafalgar House, 5 Fitzalan Place, Cardiff, CF24 0ED New Look 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Next plc 0333 777 8180 Monday to Friday 9am to 5pm and Sunday 9am to 5pm and Sun 5LR Northern Rock Credit Cards 0345 600 6000 UK based customer service team, Monday to Friday 9am to 5pm. Generally, if you didn't make a complaining to providers or the Financial Ombudsman Service. Visit After you complain about PPI for more information on what happens next, how long you should wait for a response from your provider, and what to do if you aren't happy with your final response. 0345 607 6500 - Monday to Friday 8am to 8pm and Saturday 9am to 5pm. If you complained to a provider about PPI on or before 29 August 2019, your provider should firstly acknowledge that they have received your complaint. 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm Saturday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Evans First published: 12/08/2020 Last updated: 22/08/2020 Search for a bank or other provider (e.g a building society, catalogue credit firm, credit card) to find links to their PPI websites and contact details if you need to your provider a question about the progress of an existing PPI complaint. Mortgages PPI Mon - Fri 8am - 8pm, Sat 9am - 1pm The Co-operative Bank, PPI Operations, 1 Balloon Street, Manchester, M60 4EP Code 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Comet 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm Sa 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Coventry Building Society 0800 121 8899 Monday to Friday 8am to 5pm, Sunday 10am Chadwick House, Blenhim Court, Solihull, West Midlands, B91 2AA Currys 0800 171 2171 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, BB1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, BB1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, BB1 5AN D2 0800 0150319 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, 8 Nelson Street Hardman Boulevard, Manchester, M3 3AQ Debenhams (store card) 0800 171 2171 Monday to Friday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Direct Line 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Dixons 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Dorothy Perkins 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm S to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN East 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Edge 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Egg (credit card) UK: 0800 151 0900 or +44 1604 230230 from abroad Monday to Friday 9am to 5pm Canada Square Operations, PO Box 4903, Worthing, BN99 3AR Empire Stores 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandri Manchester, M3 3AQ Ernest Jones 0345 7365 555 - Monday to Sunday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Express Gifts Limited 0371 376 9961 Monday to Thursday 8:30am to 4:30pm and Friday 8:30am to 3:30pm Express House, Clayton Business Park, Accrington, Lancashire, BB5 5JY FCUK 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ First Direct, 40 Wakefield Road, Leeds, LS98 1FD First National Motor Finance 0800 171 2171 Monday to Friday 8am to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN First National Tricity Finance 0800 171 2171 Monday to Friday 8am to 8pm and Saturday 8am to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN First Response Finance Ltd 0115 946 6647 Monday, 8am to 8pm and Saturday 8am to 8pm and Saturd Tuesday, Thursday 9am to 5:30pm and Wednesday, Friday 10:30am to 5:30pm First Response Finance Ltd, Chetwynd Business Park, 5 Regan Way, Nottingham, NG9 6RZ Firstplus UK: 0800 282 390 and Abroad: +44 (0)207 116 7490 Monday to Sunday 24 hours FREEPOST BARCLAYS PPI COMPLAINTS Flemings 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Freemans 0333 200 8068 Monday to Friday 9am to 5p/m The Compliance Operations Team, Freemans Grattan Holdings, 66-70 Vicar Lane, Bradford, BD99 2XG Frizzell Bank 0800 022 3867 Monday to Friday, 9am to 5pm PPI Complaints Department, Frizzell Bank, County Gates, Bournemouth, BH1 2NF Future 0800 917 6592 Monday to Friday 9am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB GE 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN GE Money Home Lending 0345 070 4299 Monday to Friday 9am to 5:30pm GE Money Home Lending, PO Box 912, Newport, NP20 9PB Goldfish Barclaycard, Customer Relations Department, 51 Saffron Road, PO BOX 9131, Leicester, LE18 9DE Goldsmiths 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Grattan Holdings, 66-70 Vicar Lane, Bradford, BD99 2XG Great Universal Stores 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH GU Essentials 0800 015 8512 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN H Samuel 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB Halfords (store card) 0800 171 2171 Monday to Friday 8am to 8pm Saturday 9am to 6pm and Saturday 9am to 2pm Halifax, Customer Relations, PO Box 816, Leeds, LS 9NY Harrods 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN Hitachi Capital 0343 351 9351 Monday to Thursday 8am - 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371 781 3080 from abroad Monday to Friday 8:30am to 9pm, Saturday 8:30am to 9pm, Saturday 8:30am to 9pm, Saturday 8:30am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Hous Finance (IF) 0800 001 5265 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm Intelligent Finance, PO Box 17316, Edinburgh, EH12 1AY IONICS 0800 171 2171 Monday to Friday 9am to 5pm 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0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH Kent Reliance 01634 848944 Monday to Friday 8:30am to 5pm and Saturday 9am to 1pm Customer Relations Team, Kent Reliance, Reliance House, Sun Pier, Chatham, Kent, ME4 4ET Kwik-Fit 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ La Senza 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Laura Ashley 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm Sa Customer Liaison Team, Leeds Building Society, 105 Albion Street, Leeds, LS1 5AS Legal & General 03700 601 052 Monday to Friday 9am to 5pm Sales & Advice Complaints, City Park, The Droveway, Hove, BN3 7PY Leopold Joseph 0800 0150319 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or Monday to Friday 9am to 5:30pm PPI Queries, Lexus Financial Services, Great Burgh, Burgh Heath, Epsom, Surrey, KT18 5UZ Littlewoods 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH Littlewoods (credit card) UK: 0800 282 390 and Abroad: +44 (0)207 116 7493 Monday to Sunday 24 hours FREEPOST BARCLAYS PPI COMPLAINTS Littlewoods Direct 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH Littlewoods LX 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham House, Sandringham House, Sandringham House, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH Live Proving 0800 0150319 Monday to Friday 9am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB Lloyds Bank (inc. 0800 953 0025 for Bank of Ireland Mortgage and Bristol & West Mortga The Co-operative Bank, PPI Operations, 1 Balloon Street, Manchester, M60 4EP Northridge Finance, 5th Floor, Bank of Ireland, 1 Donegall Square South, Belfast, BT1 5LR Norwich Union 0345 030 6924 Monday to Friday 8am to 8pm, Saturday 9am to 5pm, Sunday & bank holidays 10am - 4pm PO Box 78, Surrey Street, Norwich, NR1 3EB NRAM 0330 159 9610 Monday to Friday 8am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Open 0800 0150319 Monday to Friday 8am to 9pm, Saturday 9am to 5pm and Sunday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Open 0800 0150319 Monday to Friday 8am to 9pm, Saturday 9am to 5pm and Sunday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor,1 Hardman Boulevard, Manchester, M3 3AQ Open 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Customer Relations, PSA Finance UK Limited, Princess Way, Redhill, RH1 1QA QS 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ QVC 0800 171 2171 Monday to Friday 8am to 8pm Saturday 8am to 8pm Saturday 8am to 4pm PPI C1, Santander, 9 Nelson Street, Bradford, BD1 5AN RAC 0800 917 6592 Monday to Friday 9am to 8pm, except bank holidays and Saturday 9am to 4pm Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB Racing Green 0800 171 2171 Monday to Friday Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ RBS One (Virgin) 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ RBS One (Virgin) 0800 0150319 Monday to Friday 8am to 6pm and 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BD1 5AN Santander Consumer Finance 0800 0875 2050 Monday to Friday 9am to 5pm 86 Station Road, Redhill Surrey, RH1 1SR Santander Credit Cards 0800 171 2171 Monday to Friday 8am to 8pm and Saturday 8am to 4pm PPI S1, Santander, 9 Nelson Street, Bradford, BD1 5AN Savoy Taylors Guild 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Scottish Power 0800 0150319 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 9am to 5pm PPI Team, 3rd floor, Scottish Widows Bank 0800 001 5263 Monday to Friday 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Chelmsford, CM92 1LH Choice for You 0800 015 8512 Monday to Friday 9am to 5:30pm Shop Direct Finance Company, Customer Excellence, Sandringham House, Sandringham House, Sandringham House, Sandringham House, Sandringham Avenue, Chelmsford, CM92 1LH Churchill 0800 0150319 Monday to Friday 9am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PPI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AO Citibank/Canada Square Operations 0800 358 2101 Monday to Friday 9am to 5pm Canada Square Operations, PO Box 4903, Worthing, BN99 3AR City Menswear 0800 0150319 Monday to Friday 8am to 6pm and Saturday 9am to 1pm (excluding bank holidays) PI Customer Concerns Team, 5th Floor, 1 Hardman Boulevard, Manchester, M3 3AQ Clydesdale Bank 0800 055 6655 or outside UK +44 141 952 3437 Monday to Friday 8am to 6pm (UK time) PPI Team, 3rd Floor, Granite House, 31 Stockwell Street, Glasgow, G1 4RZ Co-Operative Bank +44(0)800 389 5115 for loans and overdraft PPI, +44(0)8

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