

Customer Service: Contact Details for Queries, Feedback & Complaints

If you have any queries regarding your contract, please contact us on the details below.

Dell Financial Services also offer online services which will give you 24/7 access to your account via www.mydfs.com.

Simply register via the "Request Access" button on www.mydfs.com to access the following services, free of charge:

- Download copy of documents such as invoices and contracts
- View and manage your DFS assets
- Manage your end of lease options
- Submit queries to our Customer Service team
- Manage users access within your organisation.

Contact us

You can contact us in the following ways:

By Phone: 00800 33 55 33 33

By E-mail: DFS_UKI@dell.com

By Post: Dell Bank International d.a.c
DFS Customer Service Department
Innovation House
Cherrywood Business Park
Cherrywood, Co. Dublin
Ireland

Please ensure to provide your contract number and as much information as possible to help us deal with your query more efficiently.

Escalations & Complaints

At Dell Financial Services (DFS), we are committed to providing you with the best possible service. If you are not completely happy with our service, let us know, so we have the opportunity to put things right.

You can tell us about your concerns by phone, email or in writing using the contact details above.

On receipt of a complaint, we:

- Aim to resolve your concern straight away;
- If we cannot resolve straight away, we will contact you within 5 working days (to let you know who is dealing with your complaint and when we will be back in contact with you;

- In most cases, we endeavor to resolve your concern within 20 working days;
- We will let you know if it will take us longer to investigate and be in regular contact.

Financial Services and Pensions Ombudsman

We will do our best to find a solution for you. However, if you are not satisfied with our resolution or if we have not been able to resolve your complaints within 40 working days, you may be eligible to refer the matter to the Financial Services and Pensions Ombudsman.

The FSPO will deal independently with a complaint from a consumer or a company with a turnover of less than €3 million. Please note that the FSPO will only assist you if you have first attempted to resolve the issue with us.

Address: Lincoln House, Lincoln Place, Dublin 2, D02 VH29, Ireland
Phone: +353 1 567 7000
Website: <https://www.fspo.ie/>