



COMPLAINTS

Payment Processing and Merchant Acquiring - Europe

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1. Making a Complaint

We always strive to provide you with the best products and services. Unfortunately, things can go wrong from time to time, but telling us about it gives us the chance to fix things for you and make improvements.

We want to sort things out for you as soon as we can. The easiest and quickest way is by talking to our dedicated services team on **+44 (0) 11892 85075 or freephone 0800 294 1404**

For all complaints, please contact us by the following methods:



Call us on +44 (0) 11892 85075. We can resolve most complaints while you're on the phone. Our dedicated services team is available Monday to Friday 8:00am -5:30pm.



Send us an email message to uk.customerservice@paysafe.com to explain what's gone wrong. You will get an automated response with a reference number.



Write to us at: Complaints, Paysafe Group, Level 27, 25 Canada Square, Canary Wharf, London E14 5LQ Please include as much detail as possible about what's gone wrong, along with your name, address, merchant number, contact number and a convenient time for us to call you to discuss your complaint.

2. What we need

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- Your merchant number
- A description of your complaint and how it's affected you
- When the issue happened
- A contact number (or other preferred method of contact) and a convenient time to contact you.

Why do we need this information?

We want to fully understand what's gone wrong. This is to make sure we get the right person handling your complaint, so they can investigate and fix the situation as soon as possible. We want to get you back into the position you would have been in had the issue not occurred.

Your contact details will help us get hold of you if we need to discuss your complaint, especially if we need any more information. Calls from us may appear as unknown or withheld numbers.

3. What happens next

We'll record your complaint and do everything we can to resolve it quickly:

- We'll get in touch with you to discuss your complaint and agree the resolution to the problem.
- Calls from us may appear as unknown or withheld numbers.
- All formal complaints are registered in our Complaints system and reviewed by Paysafe management on a weekly basis.

If we can resolve your complaint within 3 business days following the day we received it, we'll send you confirmation of this and we'll also let you know about the Financial Ombudsman Service (FOS) at this time.

For more complex issues, we may need more time to investigate your concerns. If this is the case:

- We'll send you an acknowledgement letter outlining the next steps and when you can expect to hear from us.
- We'll give you a reference number if you need to contact us.
- We'll keep you updated of our progress throughout our investigation.
- We may need to contact you for more information using your preferred method of contact.

Our Final Response

Once we've completed a thorough investigation, we'll give you a Final Response. This will outline the details of our investigation, how we reached our decision and what we're going to do to put things right. It will also provide information about the FOS.

Although we have 56 days to resolve your complaint under the regulations, we aim to resolve complaints as soon as possible.

4. Existing Complaints

If you need an update on what's happening, or to give us more information about an existing complaint, please contact the dedicated handler for your complaint directly - if you have their contact details. Please have your complaint reference number handy.

Alternatively, you can contact us on the "Making a Complaint" section.

5. Financial Ombudsman Service

If you don't agree with our resolution of your complaint and you'd like to take it further, you can ask the [Financial Ombudsman Service \(FOS\)](#) to look into it. This is a free, independent and impartial service that helps resolve disputes.

Although you can refer your complaint to the FOS at any time, they'll ask for our permission to investigate complaints where:

You haven't complained to us first, to give us the chance to put things right. You have complained to us, but we haven't given you our Final Response yet and it's still within the 15 days.

We'll send you the full details of our decision in our Final Response, including your right to refer your complaint to the FOS. If you do so, it should be within 6 months of the date on our Final Response.

Web: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0800 0 234 567 (free from UK landlines and mobiles)

Post: Financial Ombudsman Service, Exchange Tower, London E14 9SR