

How We Handle Your Complaint

We want all customers to be happy with the service we offer but always welcome feedback if that is not the case. If you do have cause to complain we will do everything we can to resolve matters quickly and to our mutual satisfaction.

Making a Complaint

As a first step, you should contact your Relationship Manager who will try to resolve any concerns you may have as quickly as possible.

Alternatively, you can contact us in one of the following ways:-

By Telephone: 0800 096 0172 (or +44 207 539 6960 if calling from outside the UK)

By Email: client.support@westernunion.com

By Post: Client Support Team
Custom House Financial (UK) Ltd
Worldwide House
Thorpe Wood
Peterborough
PE3 6SB
United Kingdom

Our Complaints Procedure

We will always try and resolve your concerns by the close of the third business day following the complaint, although if this is not possible we will send you a written acknowledgement within five business days. This will set out our understanding of the issues you have raised and will contain the name and contact details of the person dealing with the complaint.

We aim to resolve most complaints within twenty working days although if we have not been able to do this, we will contact you regularly to keep you informed of progress.

As soon as we have established all the facts and completed our investigation, we will provide you with a final response which will set out our findings and explain our final position. Our final response will also include, if applicable, details of your right to contact The Financial Ombudsman Service together with their leaflet, should you remain dissatisfied with our investigation or the outcome of your complaint.

If after eight weeks your complaint is still unresolved, we will write to you to explain why we have not been able to provide you with a final response and also indicate when we should be able to do so. We will also advise you that you may be entitled to refer your complaint, subject to eligibility, to the Financial Ombudsman Service.

If you decide to ask The Financial Ombudsman Service to review your complaint, you must do so within six months of the date of our final response letter. Their contact details are shown below:-

Phone: 0800 023 4567 or 0300 123 9 123 (or +44 20 7964 0500 if calling from outside the UK)

E-mail: complaint.info@financial-ombudsman.org.uk

Post: Financial Ombudsman Service
Exchange Tower
London
E14 9SR
United Kingdom

Details of the type of complaints that are eligible to be considered by the Financial Ombudsman Service are available on their website: www.financial-ombudsman.org.uk