

## Western Union Business Solutions (UK) Ltd

## **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: <a href="mailto:client.support@westernunion.com">client.support@westernunion.com</a>

**By Post:** Client Support Team

Western Union Business Solutions (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 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

Western Union Business Solutions (UK) Limited, registered in England, Company Number 02854737, Registered Office Address: 12 Appold Street, London EC2A 2AW.

Western Union Business Solutions (UK) Limited is authorised by the Financial Conduct Authority under the Payment Services Regulations 2009 (Register Reference: 536611) for the provision of payment services and is registered as an MSB with HM Revenue & Customs (Registered No: 12122416).

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Phone: 0800 096 0172 Fax: 0800 056 0390 business.westernunion.co.uk