



## **CUSTOMER COMPLAINTS PROCESS**

### **Background**

Ukash is regulated by the Financial Services Authority (FSA) and is subject to the customer complaints resolution and arbitration service made available by the Financial Ombudsman Service (FOS).

### **Getting Help from Ukash**

If you have any questions about the way that the Ukash payment system is operated please contact Ukash via the website **[www.ukash.com](http://www.ukash.com)**.

In addition to online help, including FAQs and the Ask Ukash function, you can send an email to Ukash Customer Services or find the telephone number for the service if it's available in your country.

### **Making a Complaint**

Should you be unhappy with the information provided, or any aspect of the way your enquiry was managed, you can ask to have the case escalated or you can email Ukash directly at **[feedback@ukash.com](mailto:feedback@ukash.com)**

We will attempt to reach a resolution with you but if this is not possible your case will be escalated as a Complaint.

### **Complaints**

All Complaints received will be logged and acknowledged by letter or email and a case reference provided.

A leaflet regarding the Financial Ombudsman Service will be sent with mailed acknowledgements, and emails will contain a link to the online version of the leaflet.

Ukash will investigate and endeavour to reach a resolution within 8 weeks of the Complaint being logged.

A Final Response will be sent by Ukash confirming the resolution.



### **Financial Ombudsman Service**

If you believe that the matter is still unresolved after receiving the Final Response, you can then take your case to the Financial Ombudsman Service within 6 months, using the contact details here:

*The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR*

*complaint.info@financial-ombudsman.org.uk*

Ukash will then collaborate as required by the Financial Ombudsman Service.