

Our Complaints Procedure

Introduction

At Global Payments, we always strive to provide you with the best possible service, but we understand that from time to time you may be unhappy with the service we provide. We will always endeavour to resolve any issues you raise with us at the first point of contact.

However if we are unable to do this to your satisfaction and you remain unhappy with the quality of service, or the manner in which the service was provided, you can formally bring the issue to our attention.

Making A Complaint

As Global Payments is authorised and regulated by the Financial Services Authority (FSA) we automatically follow the FSA's complaints process, which is summarised on the following pages.

You can raise a complaint with us either by letter, telephone, fax or in person. If you raise a complaint either by telephone or in person, the individual receiving the complaint will make a note of its substance and confirm the course of action to you. Where possible we will attempt to resolve your complaint as soon as we receive it; however, this isn't always possible even when the resolution may appear straightforward.

Early Resolution Of Complaints

The following sections will not apply to complaints which have been resolved by the end of the next working day following their receipt.

Acknowledging Your Complaint

We will send you written acknowledgement of your complaint within five working days of receipt regardless of how it has been raised. This will confirm that we have received and recorded your complaint.

Investigation Of Complaints

All complaints are investigated so that the person investigating it comes to a conclusion relative to its merits. During the investigation we may ask you to provide further information or clarify details you may have already provided to us. This is to ensure we fully understand your complaint and resolve it satisfactorily without the need for further recourse.

Complaint Resolution

Once we have completed our investigations we will discuss the outcome with you. Where we agree that redress is appropriate we will aim to provide you with fair compensation for any acts or omissions that we were responsible for, in-line with both our Terms of Service and the Financial Ombudsman Service guidelines.

Timetable For Responding

Within eight weeks from the receipt of your complaint we will write to you with our response.

We always want to be able to resolve any concerns you raise with us. However, where you are not satisfied with our response, or if you have not received a reply from us within eight weeks of raising your complaint, you may* have the right to refer the matter to the Financial Ombudsman Service.

Our response to you will also include further information about the Financial Ombudsman Service and detail the steps you can take should you wish to refer your complaint and our subsequent response, to them.

How To Contact The Financial Ombudsman Service

If you need to contact the Financial Ombudsman Service you can write to them at the following address, or contact them by telephone or email.

Address:

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

Telephone:

- 0800 023 4567 – calls to this number are free when calling from a fixed line in the UK
- 0300 123 9123 – calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs

Please note calls to both these numbers are recorded.

E-mail:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

Exclusions

Please be aware that whilst these procedures apply to all our customers only eligible complainants – that is private individuals, together with businesses and charities with an annual turnover of less than two million euros *and* fewer than ten employees, are able to refer their complaint to the Financial Ombudsman Service should they remain dissatisfied with our findings.

How To Contact Us

If you need to contact us at any stage regarding your complaint, you can write to us at the following address, or contact us by telephone or fax.

Address:

Customer Relations Department
Global Payments
51 De Montfort Street
Leicester
LE1 7BB

Telephone:

0845 600 8751**

We are happy to telephone you back, if you are worried about the cost of calling us.

Fax:

0845 641 5803

* Please refer to Exclusions section

** Lines are open between 9am – 5pm Monday to Friday excluding public holidays.

To help continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property. We also provide a Textphone service on 0845 602 4818.

Global Payments is HSBC's preferred supplier for card processing in the UK.

GPUK LLP is authorised by the Financial Services Authority under the Payment Services Regulations 2009 (504290) for the provision of payment services.

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