Complaints Resolution Policy

MasterCard Prepaid Management Services
We want to hear about your complaint

We are committed to providing outstanding customer service. If you have a complaint about any part of our prepaid card operations, service or personnel, please contact us first. We take all complaints very seriously and do our best to provide a fair complaints procedure and resolve any issues you have encountered.

What can I do if I have a complaint?

If you wish to raise a concern or issue, please contact our Card Services Team first, by telephone on the number(s) provided in the User Guide, supplied with the Card. Alternatively, you can send an email to PrepaidMgmt_GlobalComplaints@mastercard.com, or write to us at the address below.

If you contact us, for security reasons please remember not to include your full card number in any correspondence. The card number should always be supplied by providing the first six and last four digits only, as follows: 123456******7890. Please also include your name, address, contact telephone number and clear details of your complaint.

Our Customer Service Representatives will attempt to resolve any query or problem over the telephone. If they are unable to do so, you can request to speak to a manager. For security purposes and to improve our customer service, calls are monitored and recorded.

If you have a complaint that cannot be resolved over the telephone, your concerns will be escalated to our Service Quality Team for further review. Our Service Quality Team can also be contacted directly by post, email or fax, using the details below.

Service Quality
MasterCard Prepaid Management Services
Access House, Cygnet Road
Hampton, Peterborough
PE7 8FJ

E-mail: PrepaidMgmt_GlobalComplaints@mastercard.com
Fax: +44 208 297 6512
The Resolution Process

We will deal with your complaint as fairly and quickly as possible. We will acknowledge receipt of your complaint within two business days. In rare instances where complexities of the investigation delay the resolution of your complaint, we will let you know and aim to provide a resolution at the earliest opportunity.

When handling your complaint, we will apply the following guidelines:

- We deal with each case on its own merits rather than applying general rules and will respond in a non-judgemental and courteous manner.
- We will review and respond to your complaint in a timely manner using a fair, objective and confidential process.
- Your complaint will be handled by an individual of sufficient competence who, where appropriate, has not been directly involved in the matter which is the subject of the complaint.
- We will use your comments as a basis for improving our services and to prevent similar issues occurring in the future.

What if I am not happy with the Final Response?

Every effort will be made to resolve your complaint satisfactorily. However, in the unlikely event that you are not satisfied with our response, please let us know, explaining why and providing any additional information which may be relevant. We will then escalate and re-evaluate your complaint accordingly.

If we cannot resolve your problem or you would prefer independent advice, you may be entitled to refer your complaint to a local ombudsman service. Please see your Terms and Conditions for further information.

Your Needs

If you require special assistance when making your complaint, we will endeavour to meet your needs. If you speak a language other than English, tell us when you call and we will arrange for an interpreter to assist where available.

You may also write to us in a language other than English. Where possible, we will make information on our complaints process available in other languages.