



**COMPLAINTS
RESOLUTION
POLICY**

Cash Passport Prepaid Cards



Contents

- What can I do if I have a complaint? p3
- What information do I need to provide? p3
- The resolution process p4
- What if I am not happy with the final response? p4
- Your needs p4

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 to listen to 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, email cardservices@travelex.com or write to Card Services 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.

Our Customer Service Representatives will try to resolve your query or problem over the phone. If they are unable to do so, you can ask 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 phone, you can ask for the details to be escalated to our Service Quality Team for further review or you may contact Service Quality directly by letter, email or telephone. All complaints should be addressed to Service Quality as follows:

Worldwide House

Thorpe Wood

Peterborough

PE3 6SB

United Kingdom

Tel: +44 1733 318982

Fax: +44 1733 502838

Email: servicequality@travelex.com

What information do I need to provide?

To help us resolve your complaint quickly and efficiently please include the following information:

- Your Card number
- Your name
- Your address
- Your contact telephone number
- Clear details of your complaint



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 and are committed to responding to you in detail within 10 business days of receipt. Where, due to the complexities of the complaint, further investigation is required and we are unable to respond within 10 business days, we will let you know and aim to provide our final response within 45 calendar days.

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 initial response, please let us know, explaining why and providing any additional information you feel may be relevant, so that we can escalate your complaint and re-evaluate it accordingly.

If we can't 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 help you where available.

You may also write to us in a language other than English if English is not your mother tongue. Where possible, we will make information on our complaints process available in other languages.