

## Card Compact Complaints Policy

This document was last updated on 14/09/2015.

This policy is available in a number of different European languages; all versions are legally binding but in the event of any inconsistency between the English Language version and a translated version, the English Language version will prevail.

### 1. Introduction

Card Compact Limited (“CCL” or “we”) are responsible for the production of the Cards and the technology systems required to operate the Cards are provided by Card Compact Ltd., registered in, 483 Green Lanes, London N13 4BS United Kingdom. Card Compact also provides customer support for Cards as set out in Condition 15 of the Terms and Conditions for this account. This document explains how you can make a comment or raise a complaint against any aspect of the CCL service. All communications should be sent to Card Compact Ltd., 483 Green Lanes, London N13 4BS, United

Cards are issued by PSI-Pay Limited pursuant to a license from MasterCard International Incorporated. PSI-Pay Limited is regulated and authorised by the Financial Conduct Authority of the United Kingdom under the Electronic Money Regulations 2011 (register reference 900011) for the issuing of electronic money and registered in England & Wales. Registered Office: Afon Building, Worthing Road, England RH12 1TL. Registered No. 5899168. At all times the Card remains the property of PSI-Pay Limited..

CCL is committed to providing a high standard of service to all members on every occasion. Occasionally, however, we may not live up to your expectations.

If you have a complaint about any aspect of the service provided to you by CCL then we would like to hear from you. You can contact us by telephone (currently we operate a message service only) or in writing, by post, e-mail or fax.

Your first point of contact should be with the CCL Customer Support Team who will listen to your complaint and work with you to resolve it. CCL has established an internal complaints procedure to make sure that your complaint is handled efficiently. Contact details are provided at the end of this document.

CCL takes your comments seriously. They allow us to improve our service to you and help us to improve our products and services to all our Account holders. If you think that we could have served you better then please let us know.

### 2. Information you need to give us

In order to make sure that your complaint can be investigated and resolved as quickly as possible, please make sure you give us the following information:

- Your name, address and account number,
- A clear description of your concern or complaint,

- Tell us what you would like us to do to put it right,
- Copies of any relevant documents (for example emails sent by or to you),
- An email address and a daytime telephone number where we can contact you.

CCL will work with you to try to resolve your complaint immediately. We need to understand exactly what the problem is - the more information you can give us the better.

### 3. What CCL will do

Sometimes we won't be able to resolve your complaint or concern immediately. If we can't and if we have not already contacted with our proposal for resolving it, we will:

Acknowledge immediately by email that we have spoken to you and that your complaint has been passed on to the Complaints team,

Acknowledge your complaint by email within 5 working days,

Let you know who will handle your complaint, and how you can contact them.

If your complaint is complicated it could take longer to resolve. If this is the case we will keep you informed of progress as we continue our investigations. We will aim to resolve your complaint within eight weeks. However, if we cannot do this, we will email you an update at that time to explain what's happening, and to let you know when we expect to resolve your complaint. At this time we will also inform you of your rights to refer your complaint to the Financial Ombudsman Service (FOS) (see point 5).

CCL tries to resolve all complaints as quickly as possible, and to the satisfaction of our members. If you are not satisfied with the outcome of your complaint then you should get in touch directly with the person who has handled it. They will agree with you what next steps can be taken.

### 4. CCL Complaints Procedures

If you would like a copy of CCL's Internal Complaints Handling Procedures then please request a copy from service @cardcompact.com

### 5. Financial Ombudsman Service

If, at the end of the CCL procedures or after eight weeks, you are still unhappy then you can request a review from the UK's Financial Ombudsman Service (FOS). The Financial Conduct Authority (FCA) has established the Financial Ombudsman Service to perform independent reviews on any eligible complaints made by Account holders which companies like CCL are unable to resolve to the consumer's satisfaction.

If necessary or after eight weeks, CCL will inform you of your eligibility to refer your complaint to the Financial Ombudsman Service. We will also provide you with a copy of the Financial Ombudsman Service explanatory leaflet and the relevant contact details or you may contact the Financial Ombudsman Service directly at:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall

London  
E14 9SR

Telephone: + 44 (0) 845 080 1800  
E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## 6. Contact us

### a) If you have any questions

If you have any questions then please contact the CCL Customer Support team. You can contact them via e-mail at [support@cardcompact.com](mailto:support@cardcompact.com), via the 'Contact Us' page on our website (<http://www.cardcompact.com/>) or you can call them on 09001 666006, abroad 0049 1805 666026. If you call the Support team please leave a message including:

- Your account number,
- Your name and surname,
- Your full telephone number, including country code and full telephone number,
- A brief message describing your question or enquiry,

If you are making a complaint please provide full details.

### b) If you want to make a complaint

If you wish to make a complaint please make sure that you provide as much detail as possible and contact CCL directly:

By letter to:

Complaints, Card Compact, 483 Green Lanes, London N13 4BS

By phone at:

09001 666006, abroad 0049 1805 666026

By E-mail at:

emailing: [support@cardcompact.com](mailto:support@cardcompact.com)

Cards are issued by PSI-Pay Limited pursuant to a license from MasterCard International Incorporated. PSI-Pay Limited is regulated and authorised by the Financial Conduct Authority of the United Kingdom under the Electronic Money Regulations 2011 (register reference 900011) for the issuing of electronic money and registered in England & Wales. Registered Office: Afon Building, Worthing Road, England RH12 1TL. Registered No. 5899168. At all times the Card remains the property of PSI-Pay Limited.