



## Streamline Complaints Procedures

At Streamline Merchant Services, we place great importance on providing the highest standard of service to all our customers.

Occasionally, we don't get our service delivery right. If this happens, we would like you to tell us about your concern or complaint, so that we have the opportunity to make amends and, wherever possible, improve our procedures so that whatever caused your concern or complaint doesn't happen again.

Your feedback is very important to help us to improve our service to you and other Streamline customers.

We want to:

- Hear about your concern or complaint
- Make it easy for you to raise your complaint
- Consider your suggestions as to how we can put matters right
- Make every effort to ensure that you are satisfied with the way that your concern or complaint is handled

If you have any concerns or complaints relating to our service or products, then please contact us.

### How to contact us

You can contact us in any of the following ways:

In writing, to: Complaints and Queries Team  
Victory House  
Fifth Avenue  
Gateshead  
NE11 0EL

Telephone: **1800 24 26 36**

Website: **streamline.com/ireland**

### Resolving your complaint

We aim to resolve your complaint straight away through staff who have the right experience, knowledge and authority.

In the majority of cases we will be able to resolve your complaint within 5 business days. If we have not resolved it within that time, we will contact you and:

- Acknowledge receipt of your complaint
- Tell you who is dealing with your complaint
- Tell you how long we expect to take to resolve it

If we have not been able to resolve your concern or complaint within that time, we will contact you to update you with progress and tell you how much longer we anticipate it will take to resolve. If your complaint is particularly complex, it may take longer to resolve. If, together, we cannot reach an agreement as to how the concern or complaint can be resolved by the end of **eight weeks**, we will either:

- Send you a letter giving our reasons for the delay and an indication of when we expect to provide a resolution; or
- Issue our final response letter which will detail our final position

You will also receive a leaflet explaining your referral rights to the Financial Ombudsman Service. For more information, please refer to the section on the Financial Ombudsman Service.

### What to do if you are unhappy with our response

If you are not satisfied with our action or our explanation, you can ask for your case to be reviewed at a higher level within Streamline. In this situation, please write to:

Head of Gateshead Card Centre  
Victory House  
Fifth Avenue  
Gateshead  
NE11 0EL

### Disability Discrimination Act

This leaflet is available in Braille or large print format. Please contact our Helpdesk to request these:

Telephone: **01 702 5845**

### Financial Ombudsman Service

WorldPay (UK) Ltd (of which Streamline is a part) is a member of the Financial Ombudsman Service, which is an independent organisation. If you are still not satisfied after following our procedures, you can ask the Financial Ombudsman to review your complaint, if you are eligible, i.e. you have an annual turnover of less than two million euros and fewer than ten employees.

If you decide to appeal to the Financial Ombudsman Service, according to their rules, you will have 6 months from the date of our final response to ask them to carry out a review.

The Financial Ombudsman Service offers a free independent service and they can help with most financial complaints. However, there are some limitations on what the Financial Ombudsman Service can look into, and further information about this can be obtained from them directly.

You can find out more about the Financial Ombudsman Service, in a leaflet available by telephoning us. Alternatively you can contact them at:

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

Telephone: **00 44 845 080 1800**

Website: **www.financial-ombudsman.org.uk**

<b>Tag:</b>	client	WORLDPAY	publication	N/A	Operator
	account	STL IRE LIT	size	210MM H X 148MM W	QC
	project	ROI STATIONARY REBRAND	ins date	N/A	Acc. Handler
	job title	ROI STREAMLINE COMPLAINTS PROCED	language	ENG	
	order no	TBC	country	UK	