

# Complaint & Escalation Process

## How to file a Complaint

Elavon is focused on providing a continuously satisfactory customer experience; however, if you feel that we have not met your expectations, we would like to know.

As a result of your feedback, we are in a better position to make improvements to the services that we offer to our customers.

Our complaints process is designed to encourage fast and efficient resolution of your issue at the first point of contact. We aim to deal with any questions or concerns that you may have as quickly as possible.

Please help us to provide you with an accurate and timely response, by following the steps outlined below:

- A Complaint may be submitted to Elavon in writing or verbally (Country specific contact information can be located under the 'Customer Solution Process')
- If writing to us mark all complaints: "Complaint: Merchant Identification Number", e.g. " Complaint: Mid No. 100000001" and provide copies of any documents that have a relevance to the complaint (i.e. statements, charges, previous correspondence).

Please note, the logging of a complaint with Elavon Merchant Services is free of charge

## Customer Solutions Process

- Call our Service Centre +44(0)3458500195 (our lines are open 24 hours a day, 7 days a week). These calls are charged at standard rates.
- Write to us at: Elavon Merchant Services, Block 8 Cherrywood Business Park, Loughlinstown, County Dublin.
- Send us an email to [CustomerEscalations@elavon.com](mailto:CustomerEscalations@elavon.com)

Should you contact us regarding a complaint, we will endeavour to resolve your complaint informally, within 3 business days of being received. If we are unable to this, we will resolve your complaint under our formal complaints handling procedure which means we will send you a prompt written acknowledgement. . You will be provided with one point of contact to handle any questions you may have, and we will ensure that you receive a full written response.

Our aim is to resolve your concerns and respond to you as soon as possible and no later than 15 business days of first receiving your complaint. If, for reasons beyond our control, we are unable to issue a final response to you within 15 business days we will write to you to keep you updated, clearly outlining the reason for our delay and we will set out the timeline by which you will receive a full response. This deadline will be no longer than 35 business days from the receipt of your initial complaint.

If you are not satisfied with our final response, you may be eligible to refer the complaint to the Financial Ombudsman Services (FOS) and we will provide you with the contact details.

The Financial Ombudsman Service is a free, independent service that assists in resolving complaints between customers and a bank or building society whose annual turnover is less than £2 million. Please note that the FOS will only become involved after we have had the opportunity to fully investigate the complaint and provide you with a final response.

The contact details for the Financial Ombudsman Service are:

The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Phone: 020 7964 1000 (switchboard)

Fax: 020 7964 1001

Email: [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)