



COMPANY NUMBER 12230765

REGISTERED OFFICE ADDRESS: 18, KING WILLIAM STREET, LONDON, EC4N 7BP

COMPLAINTS POLICY

V1.0 – 2021(03)

Trading Address: 18, King William Street, London, England, EC4N 7BP
Phone: +44 (0) 208 089 9089

**Authorised and regulated by the Financial Conduct Authority under Firm Reference
Number: 901069**



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Montify LTD ("the Company", "the Firm", "we", "us" or "our") is a company registered in England and Wales under registration number: **12230765**, and the address of our Registered Office and Trading Address is at **18, King William Street, London, EC4N 7BP**. We are authorised and regulated by the Financial Conduct Authority ("FCA") under the Financial Services and Markets Act 2000 (the "Act") with FCA Firm Reference Number ("FRN") 901069.

We provide our customers with payment services as an Authorised Electronic Money Institution ("AEMI").

This document summaries the complaints handling procedure Montify LTD (hereinafter "Montify"). Montify is committed to providing a fast and efficient service for its customers. We know that sometimes, a customer may not be satisfied with quality of a service. To address this, Montify has a complaints procedure that is used to investigate and resolve that.

How to complain?

You can make a complaint in writing by e-mail:

complaint@montify.com

What to include in complaint

Each complaint or claim should be submitted in the form of a document stating:

- Your full name or company name
- Contact information: e-mail and telephone number
- Brief description of difficulties faced or problem arisen stating relevant dates and time
- Please attach any available screenshot to make the process of resolving easier

In case a complaint is incomplete or information is missing, it may take more time to resolve the issue.

Deadline

Once we have received your complaint we will acknowledge this via email. We will then investigate all the details of your complaint, It usually takes from 1 to 3 business days to resolve an issue and send a response to the customer.



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We examine a written claim or complaint of the customer not later than within 15 (fifteen) business days from the day the claim was received, and provide the customer with a detailed, motivated response, grounded by documents. In exceptional cases, when due to reasons beyond the company's control, Montify is not able to provide a response within 30 business days, Montify shall provide the Customer with a non-final response, indicating the reason for the delay and the deadline for submitting a final response. The deadline for providing a final response shall not exceed 35 (thirty-five) business days.

Record keeping

Montify will make and retain records of complaints relating to the payment service business for a period of three years from the date of its receipt of the complaint. They will include:

- Name of the complainer;
- Description of the complaint;
- Correspondence between Montify and the complainant including details of any redress offered by Montify.

Financial Ombudsman Service (FOS)

If you are unhappy with our final decision, you can contact the FOS, which is an independent expert in settling complaints between consumers and financial services providers. More details on this procedure can be found at www.financial-ombudsman.org.uk or by calling 0800 023 4567.