

RSM 2000 Ltd

Complaints Procedure for Direct Debit and Event Payment Services

Complaints Procedure

At RSM 2000 Ltd we endeavour at all times to deliver a professional, caring and courteous service to all our customers. If you feel that we have not lived up to this promise we would like to hear from you. Our Complaints Procedures is explained below and a hard copy form is available on request from our Head Office at RSM 2000 Ltd, Wrest House, Wrest Park, Silsoe, Bedford MK45 4HS.

Making a Complaint

If you become aware of an unauthorised or incorrectly executed payment transaction, you must notify us without undue delay.

You can make a complaint via any of the methods listed below

Telephone

You can contact us on our phone number(s) listed below

Main Office Telephone Number : 01525 862 555

Write to us

Letters can be addressed to the Complaints Manager at

RSM 2000 Ltd
Wrest House
Wrest Park
Silsoe
Bedford
MK45 4HS

What will happen when you complain?

- We will treat your complaint fairly and impartially
- We will seek to investigate and resolve any complaint as quickly as possible.
- If we have made a mistake we will apologise and offer redress or remedial action wherever possible.
- If we reject your complaint we will explain why it has been rejected and what options remain available to you.
- We will review what happened and if necessary change the way we do things to avoid making the same mistake in the future

If you are dissatisfied with any aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible.

For all complaints we will acknowledge your complaint promptly and write to you again with a Final Response to your complaint, in most cases within 15 business days from receipt of your complaint. If

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we are unable to give a Final Response within this period we will write to you informing why we are not in a position to make a Final Response and indicate when we expect to be able to do so. Receipt of our Final Response will never exceed 35 working business days.

Financial Ombudsman Service

If you are still not satisfied with our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service [FOS]. You must do so within 6 months of receiving our final response. You can contact them at:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Tel: 0845 080 1800. We will send you a copy of the FOS consumer information leaflet with our final response.

Financial Conduct Authority

RSM 2000 Ltd is authorised and regulated by the Financial Conduct Authority under the Payment Services Regulations 2017 (register reference 729928) for the provision of payment services. You can contact the Financial Conduct Authority if you believe we have failed to meet our legal obligations. You can contact them at:

Financial Conduct Authority, 12 Endeavour Square, London, E20 1JN. Tel: 0300 500 0597.

We are not covered by the Financial Services Compensation Scheme.