

HiFX Complaints Charter

Your business is important to us and we aim to resolve any matters quickly and to our mutual satisfaction.

We want to deal with your concerns fairly, effectively and promptly. However, some complaints are more complex than others and may take some time to investigate.

- We will acknowledge your complaint promptly after receiving it We will keep you informed throughout any investigation

In order to assist in the speedy resolution of any complaint you may have, it's important that we understand your complaint fully. Sometimes this means we may ask you to address your concerns to us in writing. This can be either by email or post to the addresses below.

We have established internal procedures for investigating any complaint. An experienced member of staff will deal with your complaint. Where appropriate, this will be someone who was not directly involved in the matter which is the subject of your complaint. The member of staff will either have authority to settle your complaint or will have ready access to someone who has the authority.

Our response will fully address the subject matter of your complaint and, if appropriate, will offer redress. If you phone us during our investigation and the member of staff handling your complaint is not available, then another member of our team will try to assist you.

The Financial Ombudsman Service

We genuinely want our customers to be happy with our service and hope we will be able to resolve your concerns. If you are still dissatisfied following our final response to any complaint about your money transfer, you have a right to refer your complaint to the Financial Ombudsman Service.

You can write to the Financial Ombudsman Service at:

Exchange Tower
London
E14 9SR .

You can contact HiFX Europe Limited by:

Tel: +44 (0)1753 752760
Email: BritlineIPS@hifx.co.uk

In writing:
Head of Client Services
Maxis 1
Western Road
Bracknell
Berkshire
RG12 1RT