



## 1. HOW TO MAKE A COMPLAINT

If you are not 100% happy with your TallyMoney experience and if you wish to raise a complaint, you can raise your complaint directly to our Customer Support team:

**In the App :** On the home screen you can tap on “support” and start a chat.

**By email:** [support@tallymoney.com](mailto:support@tallymoney.com)

**Leave a voicemail message on :** 0203 858 0373

**By Post:** TallyMoney UK Ltd, attn Customer Support Team ( Complaints Team), 22 NW Works, 135 Salusbury Road, Queens Park, London NW6 6RJ.

## 2. WHAT DETAILS DO WE REQUIRE FROM YOU?

- Your name, address and Tally ID number
- Details regarding your concern or complaint
- What you would like us to do to put it right
- Any relevant documents to support your complaint

## 3. WHAT HAPPENS NEXT

Your complaint will be logged on our system and a designated TallyMoney team member will be allocated to handling your matter.

We commit to resolving your complaint as quickly and fairly as possible but some cases may take longer. For more complex cases, we aim to resolve them within 15 business days. If we expect the process to take longer than 15 business days, we'll get in touch to let you know why the issue hasn't been resolved yet. We aim to have a full response for such cases within 35 business days.

## 4. WHAT HAPPENS IF YOU'RE UNHAPPY WITH THE OUTCOME?

### ***For Payments and Card Related Complaints***

If we can't resolve your complaint within 15 business days, or if you're unhappy with our final response, you can refer your complaint to Transact Payments Limited at [complaints@transactpaymentslimited.com](mailto:complaints@transactpaymentslimited.com).

As a further escalation point for payments and card related complaints the Gibraltar Financial Services Commission (“GFSC”) should be contacted and must be submitted within 12 months of the date the complaint was first raised. There is no charge for submitting a complaint to the GFSC.

Payment Service Team

Gibraltar Financial Services Commission

PO Box 940

Suite 3, Ground Floor

Atlantic Suites

Europort Avenue

Gibraltar

Phone: +350 200 40283

Email: [complaints@gfsc.gi](mailto:complaints@gfsc.gi).

Website : [www.fsc.gi](http://www.fsc.gi)

### ***For All Other Service Matters & Complaints***

If we can't resolve your complaint within 35 business days, or if you're unhappy with our final response, for all other service matters & complaints (not related to cards or payments) you can contact the Financial Ombudsman Service. A complainant is advised to write or telephone or email their situation to:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

**Telephone No:** 0800 023 4567 or 0300 123 9123 from a mobile

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** Financial Ombudsman Service

If you'd like to refer your complaint, you'll need to do so within six months of receiving your final response letter or summary resolution letter.