



1. HOW TO MAKE A COMPLAINT

If you wish to raise a complaint, you can make the complaint directly to our Customer Support team:

By email: support@tallymoney.com

Leave a voice mail message on Telephone: 0203 858 0373

By Post: TallyMoney UK Ltd, attn Customer Support Team (Complaints Team), *North West House, 119 Marylebone Road, NW1 5PU.*

As we make complaints resolution our highest priority, it would assist us if you could include the following information when you contact us:

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

2. 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 will acknowledge your complaint within 2 business days.

We aim to resolve your complaint 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 will send a response for such cases within 35 business days.

3. IF YOU REMAIN UNHAPPY

If your complaint relates to activities carried out by Transact Payments Limited you may be able to escalate your concerns to them if you are unhappy with our response. If this applies to the matter you are complaining about we will let you know in our response. In such cases if you are ultimately unhappy with the response from Transact Payments Limited you will be able to escalate your complaint to the Gibraltar Financial Services Commission (GFSC) or to an alternative dispute resolution body which is competent to deal with disputes concerning payment services rights and obligations. Complaints to the GFSC must be made within 12 months of your first becoming aware of the circumstances which have led to the complaint.

Where applicable, you can escalate your complaint to Transact Payments Limited by writing to complaints@transactpay.com

The GFSC can be contacted at:

Payment Service Team
Gibraltar Financial Services Commission
PO Box 940
Suite 3, Ground Floor
Atlantic Suites
Europort Avenue
Gibraltar

or by email at complaints@gfsc.gi.