



B U S I N E S S

## Complaint Information & Important Consumer Notices

### How to file a complaint

We have established procedures and policies to ensure that any complaint you may have is properly considered and appropriate measures are taken to address any issues.

If you are an individual (consumer) or business customer of Western Union Business Solutions (UK) Ltd please contact us in one of the following ways:

**By Telephone:** 0800 096 0172 (or +44 207 539 6960 if calling from outside the UK)

**By Email:** [client.support@westernunion.com](mailto:client.support@westernunion.com)

**By Post:** Client Support Team  
Western Union Business Solutions (UK) Ltd  
Worldwide House  
Thorpe Wood  
Peterborough  
United Kingdom, PE3 6SB.

If you are an individual (consumer) or business customer using the WU® Online FX platform please contact:

**By Telephone:** 1800 806 266

**By Email:** [online@westernunion.com](mailto:online@westernunion.com)

For more information on how we handle your complaints, please read the relevant document supplied via the links below.

- [For Western Union Business Solutions \(UK\) Ltd customers](#)
- [For customers using the WU® Online FX platform](#)

We will resolve most complaints within fifteen working days. If we are unable to do so, we will contact you again, to keep you informed of our progress and indicate when we will issue the final response.

As soon as we have established all the facts and completed our investigation, we will provide you with a formal written response which will set out our findings and explain our final position. This response will be issued by e-mail, in PDF format. A postal copy can be supplied on request.

If you are not satisfied with the outcome of our investigation you may refer your complaint to your local governmental office Alternative Dispute Resolution (ADR) scheme. Contact details of these offices are available at: [http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/national-out-of-court-bodies/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/national-out-of-court-bodies/index_en.htm)

In the UK, the applicable out-of-court body is the Financial Ombudsman Service (FOS). Our final response will therefore also include, where relevant, details of your right to contact the Financial Ombudsman Service, should you remain dissatisfied with our investigation or the outcome of your complaint.



B U S I N E S S

If after 35 days your complaint is still unresolved, you will be entitled to refer your complaint, subject to eligibility, to the Financial Ombudsman Service at this stage.

Should you decide to ask the Financial Ombudsman Service to review your complaint, you must do so within six months of the date of our final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

Their contact details are shown below:-

**Phone:** 0800 023 4567 or 0300 123 9 123 (or +44 20 7964 0500 if calling from outside the UK)

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

**Post:** Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
United Kingdom

Details of the type of complaints that are eligible to be considered by the Financial Ombudsman Service are available on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)