



## How We Handle Your Complaint

We want all customers to be happy with the service we offer but always welcome feedback if that is not the case. If you do have cause to complain we will do everything we can to resolve matters quickly and to our mutual satisfaction.

## Making a Complaint

As a first step, you should contact your Relationship Manager who will try to resolve any concerns you may have as quickly as possible.

## Alternatively, you can contact us in one of the following ways:

### By Telephone:

+65 6494 8286  
(Client Services)

### By Email:

ClientServicesSG@westernunion.com

### By Post:

Western Union Business Solutions  
(Singapore) Pte Ltd  
77 Robinson Road  
#35-01 Robinson 77  
Singapore 068896

## Our Complaints Procedure

We will always try to resolve your concerns as quickly as possible, if this is not possible we will send you a written acknowledgment. This will set out our understanding of the issues you have raised and will contain details of the person dealing with the complaint.

As soon as we have established all the facts and completed our investigation, we will provide you with a final response, no later than 60 business days. Our final response will consist of our findings and explain our final position. Our final response will also include, if applicable, details of your right to contact your local governmental office, should you remain dissatisfied with our investigation or the outcome of your complaint.