

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: 0 800 88 98 98

By Fax: +48 22 653 70 99

By Email: kontaktpl@westernunion.com

By post:

Your Client Manager Name and Surname

Western Union International Bank GmbH Sp. z o.o. Oddział w Polsce

Al. Jana Pawła II 29

00-867 Warszawa

Our Complaints Procedure

We will always endeavour to resolve your concerns by the close of the third business day following the complaint. If this has not been possible, we will send you a written acknowledgement within five business days. This will set out our understanding of the issues you have raised and will contain the name and contact details of the person who will be dealing with your complaint.

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 the Office of the Financial Commissioner (Rzecznik Finansowy) (www.rf.gov.pl) at. Al. Jerozolimskie 87, 02-001 Warszawa, or biuro@rf.gov.pl".