

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. We have an internal dispute resolution (IDR) process in place to resolve any complaints you may have in an efficient, timely and effective manner.

Making a Complaint

As a first step, you should contact our WUBS Client Services Team who will try to resolve any concerns you may have, as quickly as possible. You can contact us via one of the following channels: -

By Telephone: 0800 627 0150

By Email: crm.frankfurt@westernunion.com

By Post:

Western Union International Bank GmbH
Beschwerdemanagement
Solmsstr. 18
60486 Frankfurt am Main

Our Complaints Procedure

We will always endeavour to resolve your concerns as soon as possible. We will send you a written acknowledgement within 24 hours of receipt of your complaint. 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.

If you are not satisfied with the outcome of our investigation you may have the right to refer the complaint to your local independent dispute resolution scheme.

Details of these can be found on our website via the following link: - www.bankenschlichtung.at