



Please use this form to tell us about your complaint. We will investigate your concerns and respond to you promptly.

If you have difficult to fill in this form, please give us a call on 020 7703 6412

 Please let us know if you have any practical needs where we could help, for example with information in another format (eg Large Print) or in a different language.

 You can download this form off our website www.moneyremittance.uk to complete by hand, then post it to us or send it by email to customers@moneyremittance.uk

Fist Name: _____ Surname: _____
Occupation: _____ DOB: _____
Address: _____ Post Code: _____
Phone: _____ email: _____

Please tell us what is your complaint is about

[Empty box for complaint details]

Time Limits may apply to your complaint, so we need to know these dates

- When did the transaction o situation you are complaining about take place? dd/mm/yyyy
- When did you first complaint to us? dd/mm/yyyy

Please note that the company has **eight weeks** from this date to send you its final written answer further an investigation.

Please tell us what is your complaint is about

How do you want us to put things right for you?

[Empty box for response]

Signature: _____ Date: _____