
Newrails Customer Complaints Procedures Notification

The company is committed to resolving your complaint promptly and fairly. This can be best achieved if you contact us as soon as an issue arises. In return, we will aim to resolve your complaint and agree a solution to the best of our ability.

Our goal is to:

- Give your complaint the attention it deserves
- Resolve the issue fairly and quickly
- Make sure you are satisfied with the outcome To register a complaint, you can contact us by:
 - Email
 - Phone
 - Letter

Please see our Contact Us area on the website for details- please ensure that you do not include your account details in the message for security reasons. We have created a template below which may help facilitate your request.

Please note that we may reply with a simple acknowledgement of your complaint in the first instance. This will be in the form of an electronic communication and or letter.

Where your complaint relates to the provision of Payment Services or Electronic Money, we will endeavour to complete our investigation and provide you with our formal response within 15 business days of receipt of your original complaint. In exceptional circumstances, if this is not possible, we will send you a holding letter advising that we have not yet been able to complete our investigation, the reasons for the delay and confirming that the firm's formal response will be issued within the following 20 business days (i.e. a total of 35 business days from receipt of your original complaint).

We will work hard to resolve all client complaints. If you are not satisfied with our formal response (or we have still not issued you with a Formal Response eight weeks from the time you first contacted us), you have the right to refer the complaint to the Financial Ombudsman . The Financial Ombudsman offers free and independent advice and details will be included on how you can contact them when we respond to your complaint.

Compliant Template- please note that details submitted must be legible, signed and contain your account identification information. The complaint must be submitted by the account holder and or by an Authorised Representative of the Customer. In this case, the Authorised Representative must have documentation confirming his or her authorisation(e.g. certified Power of Attorney)

Account number	
Legal Entity Name/ First Name and Last Name	
Legal entity code of entity	
Address	
Phone number	
E-mail address	
Date	
Signature	
Time	

Reason of the complaint

1. Payment order was not executed /was wrongly executed
0. Payment order was executed without my authorization
0. Access to My Newrails was blocked
0. Information on My Newrails is incorrect / not complete
0. I cannot transfer funds from My Newrails Money to _____

0. Other

More information on what happened:

My request to Newrails is: