

Complaint & Escalation Process

How to file a Complaint

Elavon is focused on providing a continuously satisfactory customer experience; however, if you feel that we have not met your expectations, we would like to know.

As a result of your feedback, we are in a better position to make improvements to the services that we offer to our customers.

Our complaints process is designed to encourage fast and efficient resolution of your issue at the first point of contact. We aim to deal with any questions or concerns that you may have as quickly as possible.

Please help us to provide you with an accurate and timely response, by following the steps outlined below:

- A Complaint may be submitted to Elavon in writing or verbally (Country specific contact information can be located under the 'Customer Solution Process')
- If writing to us; mark all complaints: "Complaint: Merchant Identification Number", e.g. " Complaint: Mid No. 100000001" and Provide copies of any documents that are relevant to the complaint (i.e. statements, charges, previous correspondence).

Customer Solutions Process

- Call our Service Centre 1850202120 (our lines are open 24 hours a day, 7 days a week)
- Write to us at: Elavon Merchant Services, Block 8, Cherrywood Business Park, Loughlinstown, County Dublin.
- Send us an email to CustomerEscalations@elavon.com

Should you contact us regarding a complaint, we will try and resolve the matter as quickly as possible. If we can't resolve the matter to your satisfaction informally we will send you a written acknowledgement within 5 business days of having received your complaint. You will be provided with one point of contact to handle any questions you may have, and we will ensure that you receive a full written response.

Our aim is to resolve your concerns and respond to you as soon as possible and no later than 15 business days of first receiving your complaint. If, for reasons beyond our control, we are unable to issue a final response to you within 15 business days we will write to you to keep you updated, clearly outlining the reason for our delay and we will set out the timeline by which you will receive a full response. This deadline will be no longer than 35 business days from the receipt of your initial complaint.

If you are not satisfied with our final response, you may be eligible to refer the complaint to the Financial Services Ombudsman (FSO) and we will provide you with the contact details. Please note that the FSO will only become involved after we have had the opportunity to fully investigate the complaint and have provided you a final response.

The Financial Services Ombudsman is a free, independent service that assists in resolving complaints between customers and a bank or building society whose annual turnover is less than 3 million Euros.

The contact details for the Bureau are:

Financial Services Ombudsman's Bureau
3rd Floor
Lincoln House
Lincoln Place

Dublin 2

Lo-call: 1890 88 20 90

Fax: 01 6620890

Email: enquiries@financialombudsman.ie

Website: www.financialombudsman.ie