



B U S I N E S S

Western Union Business Solutions

How We Handle Your Complain

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:

1. By **Telephone:** 0 800 88 98 98
2. **Fax:** +48 22 653 70 99
3. By **Email:** kontaktpl@westernunion.com
4. **By post,** sending a letter to:

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 try and resolve your concerns as quickly as possible, although if this is not 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 dealing with the complaint.

We aim to resolve most complaints within 15 working days although if we have not been able to do this, we will contact you regularly to keep you informed of progress.

As soon as we have established all the facts and completed our investigation, we will provide you with a final response, no later than within 35 working days, which will set out our findings and explain our final position. Our final response will also include, if applicable, details of your right to contact your local governmental office described below, should you remain dissatisfied with our investigation or the outcome of your complaint.

The process of appeal of complaint

If the answer to the complaint is unsatisfactory we encourage you to contact Western Union International Bank in order to submit an appeal to the complaint. During the appeal your case will be examined by an independent Compliance Department, and the entire proceedings and the decision taken will be verified and are subject to change.

In case you are not satisfied with the answer to your complaint you have:

- If you are operating in the form of civil partnership or as sole proprietor, the possibility to appeal 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.
- Having exhausted the complaints procedure the right to file a lawsuit to the appropriate court or arbitration court.