



MuchBetter complaints policy

Version 1.3.2017

This policy relates to the electronic money issuer and transfer service and identity verification service provided by MIR Limited (the 'MIR' or 'MuchBetter').

Our obligation

MIR Limited ("MIR or MuchBetter") strives to provide fast, efficient and friendly service to all of its customers. We believe that we are here to provide you with superior service and we aim to ensure that our customers are completely satisfied at all times.

If at any time we do not measure up to these standards or we have given you cause for dissatisfaction, please tell us about your experience. We can assure you that we will do our best to resolve any issue or misunderstanding promptly, fairly and effectively.

How to resolve an issue

You can find answer to your query on our FAQ pages or raise any query or complaint with a member of our staff. Explain the nature of the issue. Our staff members will do their best to help you. If this is not possible, they will arrange for you to be contacted by an appropriate Manager.

How to initiate a formal complaint

In case you have followed the procedure described in Section 2 and you are not satisfied with the outcome, then you may write a letter or email and address it to the Complaints Team. In your letter or email, please also request that your complaint be put through MIR Limited formal complaint process.

How the formal complaint process works

Once the formal complaint process is initiated, the following events take place:

We will write to you either by letter or by email and will:

1. Acknowledge your complaint and the details of how we understand it
2. Confirm that our formal complaints process has been initiated and provide you with a reference number for your complaint
3. Provide the name of the staff member who is handling your complaint
4. Enclose a copy of this notice to ensure that you are aware of our complaint process

If it is possible for us to provide a final response within the initial acknowledgement letter or email, we will do so. If not, the letter or email will either:

1. Request that you provide further information regarding your issue, or
2. Explain the reason for the delay, and
3. Provide an estimate of the period we require to make a final decision

If after a period of 1 week (5 business days) from receipt of your complaint we are still unable to give a final response, we will write to you either by letter or email to:

1. Explain why we are still unable to make a final decision and indicate when you can expect us to do so
2. Provide details of how you may refer your complaint to the Financial Ombudsman Service

In any instance where we have requested additional information or documentation and this is not returned within 1 week, then the time in excess of 1 week (5 business days) taken for reply will not be included in calculating the timescale referred to above

At any stage, we may issue a final response letter which will either:

1. Accept the complaint and, if appropriate, offer redress,
2. Offer redress without accepting the complaint, or
3. Reject the complaint and give reasons for doing so

Additionally the letter will state that it is our final decision and ask you to reply indicating whether you accept or reject our decision.

Financial Ombudsman Service

If, at the conclusion of the complaints process, you are unhappy with the outcome then you may request a review of your complaint from the UK's Financial Ombudsman Service. We will provide you with their leaflet.

You may contact the Financial Ombudsman Service by:

1. (a) post addressing your complaint to the Financial Ombudsman Services, South Quay Plaza, 183 Marsh Wall, London E14 9SR;
2. (b) telephone on 0845 080 1800; or
3. (c) email at enquires@financial-ombudsman.org.uk. The Financial Ombudsman Service's website is www.financial-ombudsman.org.uk

We believe that you will never have cause for complaining about any aspect of your dealings with MuchBetter. However, if you wish to make a complaint then please make sure that you provide as much detail as possible and contact us directly at the contact information included on our complaints page



MuchBetter is proud to be a member of the Electronic Money Association
MIR Limited UK Ltd: Registered offices at 20-22 Wenlock Road, N1 7GU, London.
Regulation: Licensed and regulated as electronic -money institution (EMI) by the UK Financial Conduct Authority
(FCA) License No.: 900704