

Complaints handling - EEA QuickPay

Contact us

Our customer's satisfaction and great experience with MuchBetter is of the utmost importance. For that reason, your opinions and concerns are very valuable to us. If you would like to submit a complaint, please email us at complaints@muchbetter.com. When submitting your complaint; please, provide us with your name, and phone number as registered in your MuchBetter account, in addition to the reason for your concern and as much relevant and detailed information as possible. MuchBetter has internal procedures for handling complaints fairly and promptly. A copy of MuchBetter's Complaints' procedure is available on the MuchBetter Website and may also be submitted to you directly upon your request.

The next steps

MuchBetter will respond to your complaint in writing within 15 (fifteen) business days (or up to 35 business days in exceptional circumstances) after the receipt of the complaint. In exceptional cases, due to reasons beyond MuchBetter's control, we may send you a preliminary response indicating the reasons for the delay and the date when a final response from MuchBetter should be expected. Where MuchBetter fails to resolve a client's complaint within the 15-day time frame, or where the client feels that the complaint was not handled appropriately, (including cases where the complaint was not properly identified as a complaint), the client has the right to file a complaint with the Financial Ombudsman of the Republic of Cyprus service if they believe that we provide our services improperly or our operations breach customers' rights or legitimate interests.

Financial Ombudsman Service

Where MuchBetter fails to resolve a complaint from a MuchBetter wallet customer within the 15-day time frame (or up to 35 business days in exceptional circumstances), or where you as the client feel that the complaint was not handled appropriately, (including cases where the complaint was not properly identified as a complaint), you have the right to file a complaint to the Financial Ombudsman of the Republic of Cyprus if you believe that we provide our services improperly or our operations breach your rights or legitimate interests. The filing of complaints and complaint handling process is free of charge.

If after the resolution of your complaint you feel you have additional information to support your complaint, let us know as we would welcome the opportunity to help resolve the matter in full. In the unlikely event that we are unable to resolve your complaint to your satisfaction, you may choose to refer your complaint to one of the following for an impartial review and would need to do so within 6 months of our final response.

Financial Ombudsman of the Republic of Cyprus:

Address: 13 Lord Byron Avenue, 1096 Nicosia
Phone: +357 22848900
Facsimile (Fax): +357 22660584, +357 22660118
Website: financialombudsman.gov.cy
Emails: ombudsman@financialombudsman.gov.cy, complaints@financialombudsman.gov.cy

Central Bank of Cyprus:

Address: 80 Kennedy Avenue, 1076
Nicosia Phone: +357 22714100
Facsimile (Fax): +357 22714959
Website: centralbank.cy

Cyprus Consumer Center for Alternative Dispute Resolution:

Address: 16 Kyriakou Matsi, Eagle House, 8th Floor, Agioi Omologites, 1082 Nicosia
Phone: +357 22519741
Facsimile (Fax): +357 22318214 Email: secretariat@adrcyprus.com
Website: adrcyprus.com