



Complaint Form

Please use this form to make a formal complaint to Unlimit UK Ltd. You do not have to use this form: a complaint made in any other way, including verbally, is equally valid and will be handled in the same way. Complaining is free of charge. If you need this form in a different format, or need any other support to make your complaint, please tell us and we will help.

1. About you

You are: ☐ A business ☐ An individual

Company name, or full name and surname	Company registration number, or passport / ID number
Registered or home address	Telephone number
Account number or card number (last four digits)	Email address

Preferred contact method: ☐ Email ☐ Post ☐ Telephone

Are you complaining on behalf of someone else? ☐ No ☐ Yes, written authority enclosed

2. Access to the Financial Ombudsman Service

Not every business customer is able to refer a complaint to the Financial Ombudsman Service. Answering this helps us tell you your rights in our final response. If you are not sure, leave it blank and we will confirm the position for you.

☐ An individual acting outside your trade, business or profession
☐ A business with fewer than 10 employees and turnover or balance sheet of EUR 2 million or less
☐ A business with turnover under GBP 6.5 million and either fewer than 50 employees or a balance sheet under GBP 5 million
☐ A charity with annual income under GBP 6.5 million, or a trustee of a trust with net assets under GBP 5 million
☐ A guarantor of an obligation of a business of that size
☐ None of the above, or not sure

3. What your complaint is about

Which service does your complaint relate to? ☐ Payment account ☐ Card / e-money ☐ Acquiring ☐ Payment initiation

Date the issue occurred	Date you first told us about it
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Please describe what happened, in as much detail as you can. Include dates, amounts, reference numbers and the names of anyone you spoke to.

4. What you would like us to do

Tell us what outcome you are looking for.

Amount of any financial loss you are claiming (if any)

Currency

5. Support you may need

If there is anything that would make it easier for you to deal with us while we look into your complaint, please tell us here. For example, information in large print or another format, more time to respond, or contact through a particular channel only. We will not treat you any less favourably because you have complained or because you have asked for support.

Any adjustments or support you would like us to make

6. Supporting documents

Enclosed: ☐ Statements ☐ Correspondence ☐ Screenshots ☐ Other

7. Declaration

I confirm that the information provided in this form is true, accurate and complete to the best of my knowledge.

Signature	Date
Signatory's name	Position (if a business)

How to send us this form, and what happens next

By email: uk.compliance@unlimit.com

By post, courier or personal delivery: Unlimit Compliance Department, Unlimit UK Ltd, 2 Seething Lane, 7th Floor, London, EC3N 4AT

If we can resolve your complaint to your satisfaction by the close of the third business day after we receive it, we will write to you confirming that. Otherwise we will acknowledge your complaint in writing within five (5) business days.

We will send you a final response within fifteen (15) business days of receipt. In exceptional circumstances we will send you a holding response within that period and our final response no later than thirty-five (35) business days after receipt.

If you are an eligible complainant and you are not satisfied with our final response, you may refer your complaint to the Financial Ombudsman Service within six (6) months of the date of that response. Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567. complaint.info@financial-ombudsman.org.uk. www.financial-ombudsman.org.uk

How we use your information. We use the personal data you give us on this form only to investigate and resolve your complaint and to meet our regulatory obligations. We keep complaint records for six years from the date we receive the complaint. Full details are in our Privacy Notice.

Unlimit UK Ltd is registered in England and Wales (No. 14173267) at 2 Seething Lane, 7th Floor, London, EC3N 4AT, and is authorised and regulated by the Financial Conduct Authority under the Electronic Money Regulations 2011 (FRN: 978706).