

Customer Complaints

How we can help

If you are dissatisfied with any part of our service, it is important that you let us know. By working out problems we can make sure that we give you the best service possible.

What you need to do

Contact the customer services team on +44 (0) 20 3769 3753 and a Complaints Form will be emailed to you for completion OR complete the Complaints Form and email directly to complaints@therepx.com

What we will do

After your complaint has been received, we will take the following steps:

By Working Day 9 > We will have investigated your complaint and sent a written response. In some cases, we may need more time to respond. If so, we will write with an update of the situation.

By Working Day 14 > It is highly unlikely that your complaint won't have been resolved. But if it hasn't, a senior manager will review the situation and write to you with our final response.

Still unhappy?

Where RepX fails to resolve a customer's complaint within the 15 days' time frame, or where the customer feels that the complaint was not handled appropriately, (including cases where the complaint was not properly identified as a complaint), the customer have the right to file a complaint to PayrNet if they believe that we provide our services improperly or our operations breach customers' rights or legitimate interests.

PayrNet shall accept complaints submitted in person (directly to Customer Service employee, verbally or in writing), by regular or registered mail, email or through the digital channels provided by PayrNet's online and mobile platforms. Payrnet must be contacted in relation to the services directly provided by them, such as cards / ledgers.

In writing at: PayrNet, 138 Holborn, London, EC1N 2SW

By email: complaints@payr.net

If the customer feels PayrNet are unable to resolve the complaint, they can contact The Financial Ombudsman Service.

In writing at: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Telephone (landline): 0800 023 4567

Telephone (from a mobile): 0300 123 9 123

REPX – COMPLAINTS FORM

Name:	Full name
E-mail	Email address (linked to your Co-branded card account)
Date:	26 Jan 2023 (The date when the issue happened)
Have you complained about this issue before?	<input type="checkbox"/> YES <input type="checkbox"/> NO
What's the nature of your complaint?	<input type="checkbox"/> ID Verification <input type="checkbox"/> Card Payment <input type="checkbox"/> Card Delivery <input type="checkbox"/> Top-up Limit / Transfer Verification <input type="checkbox"/> Fraud / Unauthorised payments (Chargeback) <input type="checkbox"/> Inbound/Outbound transfers <input type="checkbox"/> Technical Issue / Bugs <input type="checkbox"/> Support (waiting time/agent) <input type="checkbox"/> Negative Balance <input type="checkbox"/> Data Security <input type="checkbox"/> Other
Approximate amount of money in question (GBP)	£15 (If your complaint doesn't revolve around a payment, please enter "0")
Description:	Please describe your complaint so we can more accurately help. If you are providing additional information concerning your complaint (e.g. screenshots), please list the additional documents in the description too.
Your Resolution:	How do you believe we can put things right for you?