

# Complaint Handling Process

## 1. Introduction

At BOI Payment Acceptance we aim to provide exceptional service to our customers. We measure and track customer satisfaction on a monthly basis. We take on board feedback from our customers and run a continuous improvement program to ensure we keep the customer at the heart of everything we do.

However, if you feel that we have not met your expectations, and you are unhappy with our products or service, and you would like to make a complaint, we have a following process in place.

On receipt of your complaint & feedback we will:

- Be fair, impartial, transparent, easily accessible, responsive to your needs, and efficient in handling of your complaint
- Consider your suggestion about how we can correct or improve things

## 2. Contacting our team

You can make a complaint by contacting us in either way:

Over the phone

Call our customer support team on 00353 (1) 800 806 670. Our support team are available 24 hours a day, 7 days a week.

In writing

You can email your feedback to [complaints@boipa.com](mailto:complaints@boipa.com) or address your letter to:

BOI Payment Acceptance

The Observatory,

Sir John Rogerson's Quay,

Dublin 2,

D02 VC42

Ireland

If writing to us, please mark all complaints "Complaint: Merchant Identification (MID) number", e.g. "Complaint: MID: IE0123456789101", and provide copies of all relevant documents.

### 3. Resolution process

We will always endeavor to resolve your complaint as quickly as possible. We will send you a prompt written acknowledgement, keep you updated at regular intervals and ensure a full response is provided in writing.

On receipt of your complaint we will do the following:

#### Acknowledgment

We will write to you within five (5) business days to confirm we have received your complaint and have commenced investigation.

#### Investigation

We will investigate your complaint competently, diligently, impartially, confidentially and transparently.

#### Resolution and Response

Although we will aim to resolve your complaint immediately, complex issues may require more time for our team to gather all the relevant details and to conduct a thorough investigation. We will contact you in writing within 15 business days with our response; however, in exceptional circumstances when a longer time is required, we will inform you of a delay and provide you with the answer no later than within 35 working days.

### 4. The Financial Services & Pensions Ombudsman Bureau of Ireland & European Commission Online Dispute Resolution (ODR) platform

If you feel our response has not resolved the issue to your satisfaction or that we have not met your expectations, please tell us. We would appreciate one last chance to put things right.

We will always do our best to find a satisfactory solution for you. However, if you are not satisfied with the outcome, you may have the right to refer the complaint to the Financial Services & Pensions Ombudsman of Ireland.

The Financial Ombudsman Service is a free, independent and impartial service that assists in resolving customer complaints with financial service providers. Please note that the FOS will only become involved after we have had an opportunity to research and address your complaint, within the timeframes set out above.

The contact details of the Financial Ombudsman Service are:

#### Postal Address

Financial Services & Pensions Ombudsman Bureau of Ireland

Lincoln House

Lincoln Place

Dublin 2

#### Phone & Fax

Phone: 01 567 7000

#### Email & website

Email: [info@fspo.ie](mailto:info@fspo.ie)

Website: <https://www.fspo.ie/>

The European Commission (EC) has established an online dispute resolution (ODR) platform which is specifically designed to help customers resident in the European Union who have been unable to resolve a complaint with traders established in the European Union from which they purchased goods or services online. You can submit your complaint online through the ODR platform in any of the official languages of the European Union. The platform will then send your complaint to the FOS for an independent review within 90 days.

You can access the ODR platform at: <http://ec.europa.eu/odr>

You will need:

- > Our name: BOI Payment Acceptance
- > Our e-mail: [complaints@boipa.com](mailto:complaints@boipa.com)
- > Our website address: [www.boipa.com](http://www.boipa.com)
- > Our geographical location: Ireland
- > Our Address: The Observatory, Sir John Rogerson's Quay, Dublin 2, D02 VC42

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