

COMPLIMENTS, COMMENTS AND CONCERNS

1. YOUR NEW FOREIGN EXCHANGE PROVIDER

- As your foreign exchange provider we continually strive to improve our service and performance. In doing so we:
 1. Always personalise our service by putting our customers first
 2. Listen, learn and act upon feedback provided
 3. Offer independent, impartial and jargon free advice on our customer's foreign exchange requirements
 4. Provide well trained and knowledgeable staff
 5. Adopt a professional, friendly and approachable style
 6. Have clear, consistent and competitive pricing each and every day
 7. Always ensure that the top selling currencies are readily available

2. OUR COMMITMENT TO YOU

We are committed to providing you with a high quality and cost effective foreign exchange service and we pride ourselves on the high standard of service we offer. But, we also know that occasionally we don't get it right.

When an issue does occur we want to resolve it as quickly as possible

3. NOT COMPLETELY SATISFIED?

If you are not satisfied with our response to your concerns locally, please contact our Customer Services Department by giving us your feedback via our website, by email, by telephone

Where we can't sort things out straightaway, we'll make sure you have the name and contact details of the person dealing with your complaint.

In the unlikely event we are unable to resolve your complaint within 15 business days we will write to you to advise you of the present position of your complaint. We committed to resolving all complaints within 35 business days from the date you first contacted us.

By this stage we hope that we have been able to resolve your complaint to your satisfaction. However, if you are still not satisfied with our resolution please let us know and give us the opportunity to review your complaint further as there may be something we have overlooked.

4. SERVICES COVERED BY THE FINANCIAL OMBUDSMAN SERVICE:

The Financial Ombudsman Service covers payments to you made by CHAPS. If your complaint relates to CHAPS payments you can refer your complaint to Financial Ombudsman Service if you are unhappy with the way we have handled it.

To contact the Financial Ombudsman please see below the necessary contact details

Write to: The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Telephone: 0800 023 4567

5. YOU CAN SEND US YOUR FEEDBACK BY:

Website: www.nmmoney.co.uk

Email: customerservices@nmtravelmoney.co.uk

Telephone: +44 (0) 1438 878162

Fax: +44 (0) 333 2401688

Post: Essex House
Meadway Corporate Centre
Rutherford Close
Stevenage
SG1 2EF

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