

# CROSSBARFX

## Complaints Handling Policy

As a Payment Institution authorised by the Financial Conduct Authority (FCA), Crossbarfx Ltd is subject to the complaint handling rules set out by the FCA and the Financial Ombudsman Service (FOS) in the FCA handbook. It is Crossbarfx Ltd's policy to comply with these requirements in full.

### Help us to Put Things Right

Crossbarfx Ltd is committed to delivering an efficient and professional service. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by a member of public. We are always keen to hear the views of our customers, about our performance generally – what we do right and what we do wrong.

While Crossbarfx Ltd takes all reasonable steps to ensure that all client experiences are positive, it accepts that there will be occasions when they are not. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes

### Our Responsibilities

Under the FCA compliant handling rules Crossbarfx Ltd must:

- Have a process for handling complaints fairly and promptly.
- Publish a summary of our in-house complaint handling process (our Complaints Handling Policy).
- Refer in writing to the availability of this summary at (or immediately after) the point of sale or the point of first contact with the customer (our Terms & Conditions).
- Give this information in writing to customers when requested and when acknowledging a complaint.
- Send a customer a prompt written acknowledgement or a summary resolution communication (If the complaint can be resolved within 3 business days).
- Keep the customer reasonably informed about the progress of their complaint.
- Send the customer a final response.

### How to Make a Complaint

You can make a complaint in writing by letter, email or by telephone. If you are emailing, please let us know if a reply by email is acceptable and, if not, please provide a telephone number or full postal address.

Complaints should initially be directed to the member of staff with whom you have been dealing. This will give them the opportunity to explain what actions will be taken to rectify the situation. If you would prefer, you can ask the member of staff for the name of their line manager and direct your complaint to them or to our Complaints Officer.

Complaints Officer: Rupert Villiers-Smith  
Email: [Operations@crossbarfx.com](mailto:Operations@crossbarfx.com)  
Phone: 015395 64707  
Address: Unit 3 Quarry Warehouse  
Sandside  
Milnthorpe  
Cumbria LA7 7HG

## Complaints Handling Procedures

We recognise that we have an obligation to Customers who are dissatisfied with our service to follow the complaints timeline laid out below and provide a final response to any complaint within 15 business days after the receipt of the initial complaint. If this is not possible due to exceptional circumstances we will provide, within 15 business days, a holding response outlining the reasons for delay and we will specify a deadline by which we will send the final response. In this event, the deadline for providing our final response will not exceed 35 business days from receipt of the initial complaint.

This timeline has been put together based on Crossbarfx's requirements under the Payment Services Directive 2 (PSD2). However we will endeavour to follow this timeline for all complaints whether covered by PSD2 or not.

### Acknowledgement

A complaint can be made by telephone, by email, in writing or in person. Upon receipt of a complaint, Crossbarfx shall attend to it promptly and provide acknowledgement of receipt as soon as possible.

### Initial Response

We will check the client's concern against Crossbarfx Ltd's systems and records. If the complaint relates to a delay in a transaction, we will check its status and inform the client, identifying any remedial action (and redress) as appropriate. We will aim to provide an initial response to the complaint within 3 business days. If the complaint is resolved within 3 business days, we will send the customer a written acknowledgement or a summary resolution communication.

### Further Acknowledgment

In a situation where the complainant responds with dissatisfaction to the Initial Response, we will acknowledge receipt of response within 3 business days.

### Holding Response

If, for whatever reason, Crossbarfx Ltd is unable to conclude the investigation and provide a Final Response to the complainant within 15 business days of the initial complaint, then Crossbarfx will issue a Holding Response within 15 business days. The purpose of this Holding Response is to inform the complainant

- why Crossbarfx Ltd cannot provide a Final Response
- what Crossbarfx Ltd is doing to progress the complaint; and
- when Crossbarfx Ltd will provide an indication of what is happening with it

### Final Response

As soon as Crossbarfx Ltd has completed its investigation, it will write to the complainant and offer a summary outcome, including any remedial action required. Where appropriate, we may also include a final offer of redress. In line with regulatory requirements such letters must be marked clearly as the final response and will include details on how to contact the Crossbarfx Ltd Complaints Officer. The Final Response must also state the complainant's option to refer the complaint to the FOS if he/she feels their complaint has not been resolved satisfactorily or that the offer of redress is insufficient.

### Ultimate Redress

If, after contacting all parties the complainant remains dissatisfied with the outcome then they may seek redress through the FOS (Financial Ombudsman Service) and ultimately the courts if they so wish.

### Monitoring of Complaints

Crossbarfx Ltd is required by the FCA to keep detailed records of all complaints and to report complaints to the FCA in line with regulatory requirements and also to our Insurer on a regular basis. Private information will not be shared with any 3rd parties and will comply with the UK Data Protection Act 2018 (the UK's implementation of the General Data Protection Regulation).

Complaint reporting details will include as a minimum;

- The nature, date and method of communication of the complaint
- The complainant's details
- How the complaint was dealt with (outcomes)

- Whether the complaint was upheld or refuted
- Whether the complaint has been closed (addressed to complainant's satisfaction) or whether it remains open and outstanding
- What financial redress or other significant outcome resulted from the complaint

### Financial Ombudsman Service (FOS)

If you remain dissatisfied with the response you may wish to contact the Financial Ombudsman Service (FOS) for further advice and guidance. This will not affect your legal rights.

The FOS is an independent and government-backed service designed to help retail consumers, micro-enterprises and small businesses (including self-employed people, partnerships and limited companies) who find themselves in a dispute with a financial organisation such as ourselves.

According to the FOS rules:

a micro-enterprise is a business which:

- has a turnover or annual balance sheet that does not exceed €2 million
- employs fewer than 10 persons

a small business is an enterprise which:

- is not a micro-enterprise
- has an annual turnover of less than £6.5 million
- has a balance sheet total of less than £5 million, or employs fewer than 50 employees

It is a free service and the FOS can be contacted at any point in a dispute providing the complainant has first contacted the financial organisation with whom the dispute relates to. The FOS needs to be contacted within six months from you receiving our final response. Due to the nature and complexity of complaints, some can take longer than others. You can expect to receive an initial assessment within 90 days.

Consumers do not have to accept any decision made by the Financial Ombudsman and at all times the consumer has the right to seek redress in a court should they so wish. However if the Ombudsman decision is accepted by the complainant then it is binding by both the firm and the complainant.

More information on the FOS can be obtained by visiting their website, <http://www.financial-ombudsman.org.uk> or by downloading the booklet "Easy Read Consumer Leaflet (PDF)" ([https://www.financial-ombudsman.org.uk/files/10963/consumer\\_leaflet\\_easy-read.pdf](https://www.financial-ombudsman.org.uk/files/10963/consumer_leaflet_easy-read.pdf)) from their website.

To contact the FOS, consumers should write or telephone or email their situation to:

Service:	Financial Ombudsman
Email:	<a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>
Phone:	0800 023 4567
Address:	Exchange Tower London E14 9SR