

Complaints Policy

If you have a question, you can contact our Customer Experience Team in the following ways:

Write to us at the following address:

i-movo Limited
1 The Boulevard
Shire Park
Welwyn Garden City
AL7 1EL

Or use the Contact Us form, available at www.i-movo.com/contact-us

What you will need to provide

To help us investigate and try to resolve your concern, please provide us with the following information:

- Your name and address.
- Preferred method of contact (telephone, email, letter etc).
- A clear description of your concern or complaint, and which service your concerns relate to.
- If appropriate, copies of any relevant supporting documentation.

Please identify the issue you wish to complain about for example:

- Refusal of service.
- Retailer charging for service
- Retailers imposing purchase of goods to use services.

If your issue is in relation to a particular transaction, we may need you to contact your service provider (the organisation from whom you are receiving a voucher) so they can confirm that you are their customer and for us to liaise with them directly.

What we will do

We can normally answer most queries quickly, and we will do our best to resolve your enquiry as fast as we are able to. If your query is more complex, or you have made a complaint which we will need to investigate and we are unable to resolve it immediately, we will:

- Provide a written acknowledgment of your complaint, setting out our understanding of your complaint
- Provide you with the unique reference number allocated to your complaint
- Give you the name of the person investigating your complaint and how to contact them.
- If to resolve your complaint we need to refer you to another party such as the company your voucher has been issued on behalf of, we will let you know as soon as possible and try to make sure you have the information you need to progress your complaint.
- We aim to complete any investigation into your complaint within 8 weeks.
- We may need to contact your service provider and disclose details of your complaint including your personal data to them.

Complaints about the cash out regulated service

If you have a complaint about the regulated cash out service;

- We will provide you with a written acknowledgement of your complaint setting out our understanding of your complaint,
- We will keep you informed of the progress of our investigation until your complaint is resolved or until we have provided a final response
- Within 15 business days or if the matter is complex within 35 business days of the date of your complaint we will issue you with a final response to your complaint detailing our conclusion and resolution
- If you are not satisfied with our final response, or the 35 business days have passed since your first raised your complaint with us, you may have the right to escalate your complaint to the Financial Ombudsman Service, free of charge

If we have provided you with our final response and you are still dissatisfied with this, you may also refer your complaint to the Financial Ombudsman Service. Please note that you must refer your complaint to them within six months of the date of our final response. You will need to send them a copy of our final response.

The Financial Ombudsman Service can be contacted by writing to them at Financial Ombudsman Service, Exchange Tower, London, E14 9SR or you can visit their website at: www.financial-ombudsman.org.uk.

Alternatively, you can telephone them on 0300 123 9 123.

If you have any queries regarding your i-movo terms and conditions please contact us via the below:

Call us on: 0207 960 2570

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AL7 1EL

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- Provide a written acknowledgment of your complaint, setting out our understanding of your complaint
- Provide you with the unique reference number allocated to your complaint
- Give you the name of the person investigating your complaint and how to contact them
- We will keep you informed of the progress of our investigation until your complaint is resolved or until we have provided a final response, usually within a maximum of 5 working days.

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Version control

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