

## customer feedback form

Your name: \_\_\_\_\_

Your address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Please provide us with details of your feedback:  
(use a separate sheet if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you think we could do to put things right:  
(use a separate sheet if necessary)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

[nmmoney.co.uk](http://nmmoney.co.uk)

## how to give us feedback

**website:** [nmmoney.co.uk](http://nmmoney.co.uk)

**email:** [customerservices@  
nmtravelmoney.co.uk](mailto:customerservices@nmtravelmoney.co.uk)

**telephone:** 01438 878 162

**fax:** 0333 240 1688

**visit:** find your nearest branch on our  
website

**write:** NM Money Customer Services  
PO Box 435  
Stevenage  
SG1 9GA

### Branch Details:

NM Money is a trading name of NM Mortgages Ltd and eurochange Ltd.

NM Mortgages Ltd is a mortgage and non-investment insurance broker, authorised and regulated by the Financial Conduct Authority (FCA) and entered on the Financial Services Register (FRN 486916) at [fca.org.uk/register](http://fca.org.uk/register). NM Mortgages Ltd is registered in England and Wales with registered office address at Russell House, Elvicta Business Park, Crickhowell, Wales, NP8 1DF and company number 05336870.

eurochange Ltd is a travel money and international payments provider; registered with Her Majesty's Revenue & Customs as a Money Services Business (MLR Number 12117902); and authorised by the Financial Conduct Authority (FCA) under the Payment Services Regulations 2017 for the provision of payment services and entered on the Financial Services Register (FRN 534703) at [fca.org.uk/register](http://fca.org.uk/register). eurochange Ltd is registered in England and Wales with registered office address Russell House, Elvicta Business Park, Crickhowell, Wales, NP8 1DF and company number 2519424.

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# compliments comments or concerns



**NM**MONEY

## your foreign exchange expert

As your foreign exchange expert, we continually strive to improve our service and performance. In doing so, we:

- Always personalise our service by putting our customers first
- Listen, learn and act upon feedback provided
- Offer independent, impartial and jargon-free advice on our customers' foreign exchange requirements
- Provide well-trained and knowledgeable staff
- Adopt a professional, friendly and approachable style
- Have clear, consistent and competitive pricing each and every day
- Are proud to display our rates
- Always ensure that our top-selling currencies are readily available
- Provide an extensive range of innovative foreign exchange products and solutions

## 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. However, we also know that occasionally we don't get it right. We welcome feedback on all aspects of our service - please see reverse for details.

When an issue does occur, we want to resolve it as quickly as possible, so it is often best resolved at your local branch. Please give our Sales Advisors the opportunity to listen to your concerns so they can put things right for you quickly and with no fuss.

When we provide a service for a third party such as Western Union or Multi-Currency Cash Passport, it may be appropriate that they handle your complaint. In these circumstances we will continue to support you until a satisfactory resolution is met.

## not completely satisfied?

If you are not satisfied with our response to your concerns locally, please contact our Customer Services Department by using the form on this leaflet and handing it in to your local branch. Alternatively you can give us your feedback via our website, by email, by telephone or if it's more convenient, simply request a call back by passing your contact details to a Sales Advisor in your local branch.

We will do our very best to resolve your concerns immediately. However, where we cannot resolve matters 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 advise you of the current status of your complaint. We are 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're 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.

## services covered by the Financial Ombudsman Service

The Financial Ombudsman Service covers the following services which we offer:

- International Payments including Quick Transfers
- Western Union
- Multi-Currency Cash Passport
- Payments made to you by CHAPS

If your complaint relates to the transaction of one of these products, you can refer your complaint to the Financial Ombudsman Service if you are unhappy with the way we have handled your complaint.

To contact the Financial Ombudsman:

### Write to:

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

### Email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### Website:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Telephone:

0800 023 4567