

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 have a problem or feel that we have not met your expectations, we would like to know, and below we provide a process to make it easy for you to provide your feedback.

On receipt of your complaint & feedback we will:

- Consider your suggestion about how we can put things right
- Do our best to make sure you're satisfied with how we handle your complaint

2. Contacting our team

If you are not happy with any part of our products or services, you can let us know by contacting us in the following ways:

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 support@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

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

Investigation

Some issues are quite complex and we may not be able to solve the problem immediately. If we have not been able to solve your complaint within fifteen (15) business days of receipt, we will write to tell you the progress we have made and when we aim to send you a full response.

Resolution

If we cannot solve your complaint within fifteen (15) business days of receipt, we will write to you and explain why, and tell you when we expect to be able to do so, which will be no later than within thirty five (35) business days.

Confirmation

We will write to you with a comprehensive response in relation to your complaint.

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 Bureau of Ireland.

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

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 the 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

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: support@boipa.com
- > Our website address: www.boipa.com
- > Our geographical location: Ireland
- > Our Address: The Observatory, Sir John Rogerson's Quay, Dublin 2, D02 VC42

Payment Acceptance is provided by EVO Payments International GmbH trading as BOI Payment Acceptance. Underwriting Criteria, Terms and Conditions apply. EVO Payments International GmbH, trading as BOI Payment Acceptance is licenced by the Federal Financial Supervisory Authority BaFin (Bundesanstalt für Finanzdienstleistungsaufsicht) in Germany and is regulated by the Central Bank of Ireland for conduct of business rules. EVO Payments International GmbH (trading as BOI Payment Acceptance) is not a member of the Bank of Ireland Group. BOI Payment Acceptance has entered into a marketing alliance with the



Bank of Ireland. BOI and the Tree of Life logo are trademarks of The Governor and Company of the Bank of Ireland and are being used under licence by EVO Payments International GmbH, trading as BOI Payment Acceptance.