



B U S I N E S S

## How We Handle Your Complaint

We want all customers to be happy with the service we offer but always welcome feedback if that is not the case. If you do have cause to complain we will do everything we can to resolve matters quickly and to our mutual satisfaction.

## Making a Complaint

As a first step, you should contact your Relationship Manager who will try to resolve any concerns you may have as quickly as possible.

Alternatively, you can contact us in one of the following ways:

### **By Telephone:**

0800 100 436

### **By Email:**

crm.austria@westernunion.com

### **By Post:**

Western Union International Bank GmbH  
Beschwerdemanagement  
Schubertring 11  
1010 Wien

## Our Complaints Procedure

We will always try and resolve your concerns as quickly as possible, although if this is not possible we will send you a written acknowledgement within five business days. This will set out our understanding of the issues you have raised and will contain the name and contact details of the person dealing with the complaint.

We aim to resolve most complaints within 15 working days although if we have not been able to do this, we will contact you regularly to keep you informed of progress.

As soon as we have established all the facts and completed our investigation, we will provide you with a final response, no later than within 35 working days, which will set out our findings and explain our final position. Our final response will also include, if applicable, details of your right to contact your local governmental office, should you remain dissatisfied with our investigation or the outcome of your complaint.

If you are generally dissatisfied with the proposed solution or with our complaint management, you have the opportunity to file a complaint with the Bankenschlichtung ([www.bankenschlichtung.at](http://www.bankenschlichtung.at)).