

Complaints Procedures

We value all our customers and take our obligations seriously. If you are not satisfied with our service please contact us as soon as possible and we will do our best to resolve it as quickly as possible. Any complaint that you may make relating to any of our services must be made in writing to:

Head of Client Services
LCC Trans Sending Ltd
168-170 Bermondsey Street
SE1 3TQ London – UK

Or by email: customerservice.uk@smallworldfs.com

To handle your complaint quickly and efficiently it is necessary that you provide the following information:

- Date of the event
- Number of your transaction (MTN)
- Your name and address
- Your phone number
- Details about your complaint

We aim to resolve all complaints quickly and efficiently. If, however, the resolution proposed by us should not be to your liking or if 60 days has from the date that you first submitted the complaint, you can contact:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR