Our complaints process

At Tymit we are committed to providing you with the best possible experience as we are constantly working to make sure our products and services are completely transparent, fair and easy to use.

We have set out below what you can expect from each of the stages we follow, depending on the product or service, this page explains how we will address your concerns.

We will make every effort to ensure it is dealt with fairly and as quickly as possible.

We understand that making a complaint can be very stressful for our customers, but please be assured we will strive to make every effort to ensure it is dealt with fairly and as quickly as possible.

So, if something goes wrong, please talk to us, it will give us the chance to fix things for you and make improvements to our processes to stop it happening in future.

How do I make a complaint?

If you would like to make a complaint, please get in touch with us so we can start looking into what happened.

We have a few different ways you can contact us to log your complaint:

- Through Live Chat on our website
- By email to our dedicated mailbox
- By post to Customer Services - Tymit Ltd, 5 Merchant Square, London W10 5TD

What happens once I’ve made a complaint?

Once we have received your complaint, it will be investigated as follows:

EARLY RESOLUTION STAGE

We will never allow complaints to stagnate and respect this in the interest of our customers.

Our service team members are specially trained and empowered to resolve a complaint without the need for further escalation to guarantee prompt resolution.

If you are happy to accept the resolution, we can agree to close your complaint.

ESCALATION STAGE

If you still are unhappy and we cannot agree on an early resolution with you, or if your complaint is a little more complex, we will then contact our dedicated complaints team.

We will let you know if we are doing this and send you a letter confirming their contact details promptly.

INVESTIGATION STAGE

We will investigate your complaint thoroughly and methodically and do our best to reach a prompt and fair conclusion for you.

You may be asked to provide additional information and evidence relating to your complaint so we can better understand and assess your specific concerns.

We do this so we will let you know the earliest opportunity.

We will keep you informed of your progress throughout our investigation and will notify you of any significant developments in a timely manner.

FINAL RESPONSE STAGE

As soon as we have reached a fair conclusion, we will send you a final response communication.

Away from our regulator, the Financial Conduct Authority (FCA) we will do this:

- Within 8 working days for complaints about payment services or e-money (for example, warning details, online transaction, payment inquiries or transfers).
- Within 8 weeks for all other complaints.

We are aware of complaints well before redress is offered, but we will always let you know if it is taking longer than expected to investigate and when you should expect a response.

What can I do if I’m still not happy?

If you have not had a resolution from us within 8 weeks of the date you raised your complaint or if after making our final response you remain unhappy with the outcome of your complaint, we have provided you with the option to refer your complaint to the Financial Ombudsman Service (FOS) for an independent assessment of the situation you’re raised.

You can contact them by phone on 0800 023 4567 or writing to The Financial Ombudsman Service, Exchange Square, Manchester M60 4DQ.

More information about the service and how to make a complaint can be found on their website.

The online version of the Financial Ombudsman Service’s consumer website can be found at.

What if my complaint is about a third party related to Tymit?

If your complaint is about a third party service or partnership product, we may need to forward it to that party to investigate to ensure you get the right outcome and response. If we need to forward your complaint, we will let you know within 3 working days of receiving it.

What if I just want to provide feedback, not raise a formal complaint?

We always welcome feedback and would be grateful for any insights you have in ways we can make your Tymit experience better for you. You may simply feedback to us via our website, or contact us by post or email.

Alternatively, you can record your feedback through Live Chat or by using our app.

Tymit is authorised and regulated by the Financial Conduct Authority (FCA) under firm reference number 796898 and is also registered with the Payment Services Regulator (PSR) for providing payment services. The FCA and PSR’s specific rules and regulations to which Tymit is subject can be found here.