

Claim request or complaint on TransferPay

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English



At TransferPay we listen to our clients and consumers. Payment Service Providers and e-money issuers must normally respond to [certain types of complaint within 15 business days](#).

If a final response cannot be provided within 15 business days for reasons beyond the control of the firm, we will send a response explaining the reasons for the delay.

The final response cannot be more than 35 business days from when the complaint was first received.

If you are not happy with the response you receive, or you do not from them within the relevant time period, you can contact With [Financial Ombudsman Service](#) (link is external) may be able to help you.

The Financial Ombudsman Service is a free, independent service for settling disputes between financial services firms and their customers. It can deal with complaints about a wide range of financial matters. The financial firm to explain what it thinks happened and then decide whether to uphold your complaint.

If you do not want to accept a decision by the Financial Ombudsman Service and you have not used an independent complaints scheme, as a last resort you may be able to take your case to court.

You would usually start civil legal action in the county courts or High Court (in England, Wales and Northern Ireland), depending on the circumstances of the case. In Scotland, most small claims are started in the Sheriff Courts.

Here we explain how to present a claim / complaint on TransferPay:

- 1- Send email to: legal@transferpay.uk detailing your complaint / claim, please provide as much detail as possible in your complaint / claim.
- 2- When you are going to send the email with your complaint or claim, remember to send it from the same email with which you registered on our platform, otherwise we will not be able to respond or proceed with your request.
- 3- Indicate your name / s, surname / s, and telephone number.