

Complaints Data

Every six months, we submit the below information to the Financial Conduct Authority relating to our Paymentsense product complaints data. This data does not include Dojo product related complaints data.

We do everything we can to ensure our customers have the best possible experience when they use our services. However, sometimes things don't go as planned, when this happens we do everything we can to put things right as quickly as possible and work to ensure it doesn't happen again.

When our customers send us a complaint, we take them very seriously. No matter how big or small they are. Complaints help us to find areas we need to improve, and build products and services that our customers love.

Firm name: Paymentsense Ltd

Period covered in this report: 1 April 2024 to 30 September 2024

Brands/trading names covered: Paymentsense

Product / service grouping	Number of complaints opened by volume of business	Number of complaints opened	Number of complaints closed	Percentage upheld
Credit related	38.75 per 1,000 accounts	1,885	1,893	51.14%