

Electronic Money and Payment Services Complaints Return

GROUP REPORTING

1 Does the data reported in this return cover complaints relating to more than one entity?
(NB: You should always answer "No" if your firm is not part of a group)

34 If 'Yes' then list the firm reference numbers (FRNs) of all of the additional entities included in this return. Use the 'add' button to add additional FRNs

NIL RETURN DECLARATION

2 We wish to declare a nil return
(if yes, leave all questions on complaints activities, including contextualisation, blank)

RETURN DETAILS REQUIRED

3 Total payment services and electronic money issuance complaints outstanding at reporting period start date

COMPLAINTS DATA PUBLICATION BY FCA AND FIRMS

47 Do you consent to the FCA publishing respondent level complaints data and information giving context to the complaints data?

Part C, DISP 1 Annex 1R

Table 1

Complaints opened

	A Total
230 Direct debits	
231 Standing orders	
232 Pre-paid cards and e-money payments	
233 Credit cards	
234 Credit transfer (i.e. Bacs, Chaps, FPS, SEPA)	
235 Money remittance	
236 Debit cards/ cash cards	
237 Payment initiation services	
238 Account information services	
239 ATM withdrawals	
240 Merchant acquiring	
241 Other payment service - Please provide details	
241x Sample1	
Sample2	
242 Issuing or redemption of e-money	
243 Total complaints about payment services and e-money issuance	

Table 2

Complaints closed, upheld and redress paid

	A	B	C	D	E	F	G	H	I	J
	Closed within 3 business days	Closed > 3 business days but within 15 business days	Closed > 15 business days but within 35 business days	Closed > 35 business days but within 8 weeks	Closed > 8 weeks	Total closed	Total upheld	Total redress paid for upheld complaints (single units)	Total redress paid for complaints not upheld (single units)	Total redress paid (single units)
244 Complaints about payment services or electronic money										

Table 3

Contextualisation metrics

	A	B	C
Service	Payment volume in the reporting period (thousands)	How many customers have used the firm's account information services in the reporting period (thousands)?	Value of e-money in the reporting period (thousands)
245 Direct debits			
246 Standing orders			
247 Pre-paid cards and e-money payments			
248 Credit cards			
249 Credit transfer (i.e. Bacs, Chaps, FPS, SEPA)			
250 Money remittance			
251 Complaints about payment services			
252 Debit cards/ cash cards			
253 Payment initiation services			
254 Account information services			
255 ATM withdrawals			
256 Merchant acquiring			
Issuing or redemption of e-money			

Table 4

Complaints relating to alleged authorised push payment fraud

	A	B
	Total opened	Total closed
257 Complaints relating to alleged authorised push payment fraud		