# Electronic Money and Payment Services Complaints Return

#### GROUP REPORTING

		Α
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)	
		FRN
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

RETURN DETAILS REQUIRED

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

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	
230 Direct debits 231 Standing orders	
232 Pre-paid cards and e-money payments	
2.52 The paid datas 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

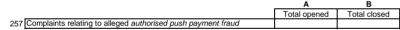
Complaints closed, upheld and redress paid в с D Е G н Total redress Closed > 3 Closed > 15 Closed > 35 Total redress paid for complaints not Total redress business days but within 15 business days but within 35 business days but within 8 Closed within 3 Closed > 8 paid for upheld Total upheld paid (single units) Total closed business days weeks complaints upheld business days business days weeks (single units) (single units) 244 Complaints about payment services or electronic money

#### Table 3 **Contextualisation metrics**

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

Table 4

Complaints relating to alleged authorised push payment fraud



Handbook layout

