

# Complaints handling procedure

Fly Now Pay Later, a trading style of Travefund Limited, is committed to providing the highest levels of service to our customers. Should you feel in any way dissatisfied with the service you have received from us, we will endeavour to resolve the matter promptly, fairly and efficiently.

The following information summarises the steps we will take in the event that you have a complaint.

## If you have a complaint

Fly Now Pay Later takes all complaints seriously. If you are unhappy with the service you have received, please contact any member of staff and we will endeavour to resolve the matter straight away. Alternatively, if you want to write to us, please send your complaint to: Complaints Department, Fly Now Pay Later, 33 Cannon Street, City of London, EC4M 5SB.

## If we can't resolve the matter straight away -

Some complaints do take a little time to resolve, particularly where we have to liaise with third party suppliers or obtain documents from storage. If we can't resolve your complaint by the end of the next working day following receipt of your complaint, we will write to you and acknowledge your complaint within 5 working days of receiving it and confirm who will be dealing with the matter for you.

## Within 8 weeks -

Once an investigation into your complaint has been completed, we will write to you with our findings and any proposed resolution. Our intended maximum response time for our Final Response is 8 weeks; this is in line with regulatory timescales.

In the event that we have been unable to complete our investigation and fully respond to you within 8 weeks, we will provide you with an update at that time and inform you when we expect to be able to send you our Final Response.

Clearly we would prefer to resolve any concern you raise with us directly. However, following the issue of our Final Response, or the expiry of the 8 weeks, providing your complaint falls within the jurisdiction of the Financial Ombudsman Service (FOS) you may be entitled to refer the matter to FOS should you feel it necessary to do so.

With our Final Response or at the 8 week point we will enclose a FOS consumer leaflet for your information explaining the referral process should you remain unhappy. Please note that should you decide to refer this matter to the FOS, you will have six months from the date of our Final Response letter in which to do so.

FOS can be contacted at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone number: 0845 0801800.

## Contacting us

Telephone number: 0203 3222996  
Email: [complaints@flynowpaylater.com](mailto:complaints@flynowpaylater.com)