



Our policy

Azure Payments is committed to providing the highest level of care to all our customers. If you feel that our service has not met your expectations, then please tell us. Customer complaints are important to our organisation. They offer specific insights into how we might improve our services, processes and procedures.

What to do if you have a complaint?

Please contact us at compliance@azurepay.io, detailing the nature of your complaint and providing all relevant information and your contact details. To ensure that your complaint is resolved as soon as possible, please outline any steps you would like us to take in addressing the issue.

Our complaints procedure

Once a complaint has been received, we will acknowledge it and aim to resolve it as quickly as possible. The length of time will depend on the nature of the issues involved. Should a delay occur, we will contact you explaining the reason of the delay and outline the next steps.

If you have received an offer of remedial action or redress from us in response to a complaint you have submitted, and if you consider it to be acceptable, please let us know so that we can comply promptly with it.

If you are not satisfied with our response

If you are not satisfied with our final response, you might be entitled to refer it to the Financial Ombudsman Service (FOS), but you must do this within six months of our final response. Please refer to the FOS' website for details of your rights. In summary, only 'eligible complainants' may refer their complaints to the FOS. These include microenterprises (companies with a turnover of less than £2 million and less than 10 employees) and charities with an annual income of less than £1 million.

Financial Ombudsman Service

The FOS is an independent organisation whose function is to help settle individual disputes between consumers and businesses providing financial services.

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
complaint.info@financial-ombudsman.org.uk
0800 0 234 567