

Complaints?

At BRAC Saajan, we are committed to provide you with the best services at all times. In the unlikely situation that you are dissatisfied, you should contact us as soon as possible.

Information required to investigate your complaint

- Your full name and address
- Your daytime telephone number and preferred contact time
- Your Unique Transaction Number (UTR)
- Details of your complaint
- How you want the complaint to be resolved?

How to report the complaint?

Phone

+44 121 515 4008
(Lines are open between 9am and 5pm from Mon to Fri)

Calls may be recorded for training and security purposes.

Write

Complaint Management Team
BRAC Saajan Exchange Limited
BSE House
160-162 Lozells Road, Lozells
Birmingham
West Midlands
B19 2SX
United Kingdom

Email

customerservice@bracsajaanexchange.com

How your complaint will be handled?

We take every complaint very seriously and attempt to resolve the complaint as quickly as possible. However if for any reason an instant solution is not possible, we will follow the below steps to resolve any complaints.

Acknowledgement

We will begin our process of investigation for each complaint and in an efficient manner provide an estimated time for solution to the customer

Progress update

In most cases complaint will be resolved within 2 weeks. If additional time is needed we will keep the customer informed of any additional information or documentation we may require to expedite the resolution of the complaint as quickly as possible.

Final Response

Upon completion of our investigation, we will communicate our final decision via the customer's preferred method, phone, email, or post, unless applicable regulations require a specific communication method.

If you are still not satisfied with our final response, you can write to:

The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR
or send email to complaint.info@financial-ombudsman.org.uk; or dial 0800 023 4567 or 0300 123 9 123
(Between 8am and 8pm from Mon to Fri, Sat 9am to 1pm) or +44 20 7964 0500 (from outside the UK)



We make you smile