



## Complaints

At Tymit we are committed to provide you with the best experience possible; we are constantly working to make our product completely transparent, fair and exciting to use.

If something does go wrong, talk to us, it will give us the chance to fix things for you and make improvements.

### **How to make a complaint?**

If you would like to make a complaint, please get in touch and we will investigate this as soon as possible. The easiest way is that you reach us through the **App Chat**. Alternatively you can **e-mail** us to [complaints@tymit.com](mailto:complaints@tymit.com) or **by post** to 5 Merchant Square, London W2 1AY, directed to Tymit Ltd - Customer Services.

### **What happens after I make a complaint?**

We aim to deal with all complaints within 3 business days. If we require more time, we will let you know; in this case it can take up to 15 business days from the day you contacted us. If you are still unsatisfied after we provide you a resolution you can raise your complaint with the Financial Ombudsman Service. You can contact them by post: Exchange Tower, London, E14 9SR. Attached is an online version of their [consumer leaflet](#).

### **What if I just want to provide feedback but not raise a formal complaint?**

We always welcome feedback and you can e-mail us at [feedback@tymit.com](mailto:feedback@tymit.com) or alternatively you can share your feedback through our [Community Forum](#).

The Tymit Team.