

Making a Complaint

PingPong is committed to providing high-quality products and services, and we genuinely value your feedback.

Before lodging a formal complaint, we encourage you to contact our Customer Support Team via live chat, phone, or email. In many cases, we can resolve issues quickly and fairly at this stage.

If our Customer Support Team is unable to resolve the issue to your satisfaction, this page explains how you can make a formal complaint. We are committed to handling complaints in a fair, transparent, and timely way.

There is **no charge** for making a complaint to us.

How to make a complaint

You can contact our Complaints Handling Team in any of the following ways:

- **Email:** support@international.pingpongx.com
- **Live chat:** available via the PingPong web portal

When submitting your complaint, please include:

- Your name
- Your client ID or other identifying information (if applicable)
- How you would like us to contact you (e.g. phone or email)
- Details of your complaint
- What outcome you are seeking

What to expect after lodging your complaint

- Once we receive your complaint, we aim to acknowledge it promptly. If you contact us by phone, we may acknowledge your complaint verbally. In other cases, we will usually send a written acknowledgement, taking into account your preferred method of communication where possible.
- We will review and investigate your complaint and aim to resolve it as quickly as possible.
- We may contact you if we need further information.
- We aim to provide a final response within 15 business days of receiving your complaint, explaining our decision, the reasons for it, and any actions taken.
- In exceptional circumstances, if we are unable to provide a final response within 15 business days, we may extend the timeframe to up to 35 business days. If that happens, we will keep you updated and let you know when you can expect a final response.
- However, if your complaint is resolved within 3 business days, we will not usually provide a written final response unless you request one.

If you are not satisfied with our final response, or if we have not provided a final response within the timeframes above, you may refer your complaint to the Financial Ombudsman Service (FOS), subject to the eligibility criteria.

The Financial Ombudsman Service is an independent organisation that provides free and impartial dispute resolution services to eligible customers.

If we issue a final response, you must usually refer your complaint to the Financial Ombudsman Service within 6 months of the date of our final response.

You can contact the Financial Ombudsman Service at:

Financial Ombudsman Service

Exchange Tower
London E14 9SR
United Kingdom

Telephone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Data protection complaints

If your complaint relates to how we have handled your personal data, please contact our Privacy Team directly rather than raising it through our standard complaints process above.

UK data protection enquiries: dpo-uk@pingpongx-uk.com

We aim to respond within one calendar month of receiving your enquiry. Where a complaint is complex or involves multiple requests, this period may be extended by a further two months; if that applies, we will let you know within the first month, together with the reasons for the delay.

You have the right to lodge a complaint with a data protection authority at any time - you do not need to contact us first or wait for our response.

UK customers: the Information Commissioner's Office (ICO) at ico.org.uk

For more information on how we collect and use your personal data, please read our [Privacy Notice](#).