

# Complaints Procedure

Dear clients,

we are pleased that you have chosen the PES – Peněžní expresní service, s.r.o. that provides the Western Union service for transferring of your finances. We are interested in our opinions and comments that help us to continually improve the services we offer.

We will be happy to accept your views, complaints and grievance regarding the service provided by PES – Peněžní expresní service, s.r.o.:

- **Personally**, at any business point of PES – Peněžní expresní service, s. r. o., preferably at the branch where you sent your money. The complaint is accepted by a branch employee or a counter where Western Union is offered. A Branch Officer will provide you with all the necessary information to handle a complaint or grievance. They will let you know how we will respond to your complaint or a grievance, how long the complainant will answer, how you can get information on how to process a complaint or grievance, and what other options you have.

- **Correspondingly** at:

PES – Peněžní expresní service, s. r. o.  
Vodičkova 41  
112 09 Prague 1

Furthermore, only the PES head office

- By **e-mail** [info@moneytransfer.cz](mailto:info@moneytransfer.cz) - if you send a complaint or grievance to the PES head office by e-mail, it is not possible to verify the authenticity of the signature, so the content of the information PES head office in this case is entitled to provide, is determined by generally binding legal norms.

You can resolve the complaint or grievance more quickly if you provide it with the relevant information needed to handle it:

- Your identification data
- The subject of the claim (a brief description of the complaint or complaint content also containing the data that is relevant to the solution)
- Documents or attachments (e.g., copies of the transaction form, etc.)
- Money Transfer Control Number (MTCN)
- Date of submission of the complaint
- Your contact address for sending a reply, or an email address or phone number

The PES Headquarters will handle complaints and grievances within 15 days. The response is sent to the client either by e-mail or by letter. If the settlement of a complaint hinders an obstacle that does not affect the company, the responsible person shall promptly notify the client of the obstacles that prevent and respond within 35 days from the filing of the complaint. In particularly justified cases, the time for resolving a complaint or complaint may be prolonged.

You will be notified of the outcome of the complaint procedure according to the type of complaint - either by mail or by e-mail.

Effective February 18, 2018