



Complaint Management Procedure

Overview

Paystand and its subsidiaries and affiliates (collectively, Paystand” or the “Company”) has adopted a Complaint Management Policy in order to establish a framework to ensure proper handling of complaints. The purpose of these procedures is to document the steps necessary to identify, research, and respond to all complaints in accordance with the Complaint Management Policy.

Identifying and Tracking Complaints

As defined in the Complaint Management Policy, a complaint is any expression of dissatisfaction made to Paystand related to products, processes, services, and/or the complaint/dispute handling process, whereby a response or resolution is expected or legally required. Complaints may be received verbally, in writing, or through a regulatory agency. Complaints may be received from a variety of channels, including customers, an Issuing Bank Partner, a federal or state agency, or the Better Business Bureau (BBB).

Complaint Process:

1. Once the complaint is submitted, the CS Manager must provide an acknowledgement of receipt of the complaint to the complainant within 24 hours.
2. The complaint will be logged into the complaint log with the details pertaining to the complaint.
3. Each complaint will be assigned a risk tier. All Tier One complaints, or any complaints involving monetary claims related to allegations of incompetence or breach of terms, must be reported to the Compliance Officer.
4. Complaints will be researched by reviewing statements and/or transaction history, systems of records, and archives.
5. CS Managers (and other offices when applicable) will review the findings of the investigation and proposed resolution plan and prepare a response to the complainant.

Customers are welcome to contact support@teampay.co anytime for assistance with starting or tracking the progress of their complaint. Customers may reach out directly to the Financial Ombudsman to issue complaints via their website.

