

# B A Exchange Complaint Handling Procedures:

## What is the complaints handling procedure?

B A Exchange Company UK Ltd., treats all complaints seriously, as it's an important way to improve our money transfer services to customers. Our Complaints Handling Procedure is the process for addressing issues that arise when customers feel their expectations of money transfers aren't met.

We operate in accordance with the Financial Conduct Authority (FCA) and the Financial Ombudsman Service (FOS) complaints management procedure. We recognise that we have an obligation to all customers who are dissatisfied with our service to resolve any complaint from the point of notification. If this is not possible for any reason then we will state our reasons for not being able to do so. If this is still not acceptable to the customer, then such complaint may be eligible for consideration by the FCA or FOS. To assist customer, we will highlight our complaint procedure.

## Who does the complaint handling procedure apply to?

To all customers using our money transfer services.

## How do I complain?

Complaints can be lodged via the following channels:

### Telephone

Call on: 02030054845, 02030054846 or 07950814675

Monday to Saturday: 10:00am to 6:00 pm

### Post:

B A Exchange Company UK Ltd.  
125 Whitechapel Road  
London  
E1 1DT

### Email:

[infobae@bankasia-bd.com](mailto:infobae@bankasia-bd.com)

[a.kamrul@bankasia-bd.com](mailto:a.kamrul@bankasia-bd.com)

## How is a complaint recorded?

Every complaint through B A Exchange is logged under the transaction reference number, which makes it easy to keep track of. Customers making complaints must be prepared to give their name and contact details for the complaint to be investigated. They will also be given the option of having someone respond to them directly or not. Where the customer has requested a response, they will be informed how long they should expect to wait for a response.