Complaint Handling Process

Europe - FSPO

Our Complaints Process

We handle every complaint with care, transparency, and fairness. Our team works to understand your issue and provide a prompt, satisfactory resolution. If needed, we will guide you through further steps and escalation options.

How to make a complaint

- Email: complaints@acemoneytransfer.com
- Live Chat: available 24/7 through our app or website
- Phone: call the customer support number for your country
- Post: Complaints Management Unit, ACE Money Transfer IE Limited, Prosperity Chambers, 19-22 Baggot Street Lower, Dublin 2, D02 X658, Ireland

Extra support

If your personal circumstances make it harder for you to deal with us, let us know: We'll adjust how we communicate with you and offer extra support throughout.

Request a printed copy

You can ask for a printed or emailed copy of this Complaints Procedure at any time, using any of the contact methods above. We'll send it to you within 5 working days of your request.

What happens after you complain

1. We'll acknowledge your complaint within 24 hours, with a reference number and the name of the person handling it.
2. We'll investigate your complaint and keep you updated on progress.
3. We'll send you a final written response as soon as possible, and always within 15 business days wherever we can, and no later than 35 business days in every case.

If you're not happy with our response

If your complaint isn't resolved within 40 business days, or you're unhappy with our final response, you can ask the Financial Services and Pensions Ombudsman (FSPO) to review it independently, free of charge.

Europe - FSPO

(Ireland, Italy, Norway, Netherlands, Romania, Spain, Denmark, Belgium, France, Germany, Portugal, Sweden, Austria, Cyprus, Estonia, Finland, Greece, Latvia, Lithuania, Luxembourg, Malta, Slovakia, Slovenia, Poland)

You can contact the Financial Services and Pensions Ombudsman (FSPO) for support with your financial complaint:

Website: https://www.fspo.ie/

Phone: +353 1 567 7000

Email: info@fspo.ie