



Customer complaint procedure

Webhelp Payment Services France SAS is committed to providing you with the highest quality service, advice and attention at all times. Despite our vigilance, however, dissatisfaction or difficulties may arise.

In this case you can express your complaint as follows: Contact our Central Operations Department so that your request can be examined.

You can contact them by post, telephone or e-mail, using the contact details below:

- By post :
Webhelp Payment Services France SAS
Central Operations Department
450 rue Felix Esclangon
BP 22 73291
La Motte Servolex cedex - FRANCE
- By mail : centraloperations@wps.webhelp.com
- By phone: +33 (0) 4 79 96 67 22

The Central Operations Department undertakes to reply within 15 working days of receiving your request.

If, for exceptional reasons beyond our control, we are unable to provide you with an answer within the aforementioned time limit, we will respond within 35 days at the latest.

Consumer Mediation Procedure

In accordance with article L .111-1 of the French Consumer Code, Webhelp Payment Services France SAS is a member of a consumer mediation service, the AFEPAME Consumer Mediator.

The Mediator can be reached by the following means :

- Website: <https://mediateur-consommation-afepame.fr>
- By post:
The AFEPAME's Consumer Mediator
c/o WEBHELP Gray
Zac de Gray - Impasse Clément Ader
70100 GRAY - FRANCE
- Email: contact@mediateur-consommation-afepame.fr

We draw your attention to the fact that the referral to the Ombudsman can only take place after the above-mentioned complaint procedure has been exhausted. Otherwise, the Mediator cannot take up the requests made to him.

! The Consumer Mediator can only intervene on behalf of the Consumer, i.e. "any natural person who acts for purposes which are not within the scope of his commercial, industrial, craft, liberal or agricultural activity" as established in the introductory article of the French Consumer Code.

! Any person not falling under this definition is considered a professional customer. In this context and in accordance with Article L133-45 of the French Monetary and Financial Code, we inform you that Webhelp Payment Services does not use the services of a professional mediator to settle out-of-court disputes relating to the management of the Payment Account and the execution of Payment Transactions.

Webhelp Payment Services UK Ltd.

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