

Our Complaints Policy

Quality is central to our culture at Score Mastercard® by DND, and we aim to provide excellent service. Should you be unhappy or dissatisfied with the service provided, please contact us and we will investigate the matter further in order to come to a satisfactory and appropriate outcome. If you have a complaint, you may email us at support@scorebydnd.com, or alternatively write to the address below:

Studio LU.404
The Light Bulb
1 Filament Walk
Wandsworth
SW18 4GQ

Should Score Mastercard® by DND receive a complaint this will be acknowledged in writing. We will aim to resolve this within 15 days.

In the unlikely event that the complaint is not resolved within 15 days, Score Mastercard® by DND will send a response explaining the matter and the final response will be sent within 35 days.

Where Score Mastercard® by DND fails to resolve a client's complaint within the 15 day time frame, or where the client feels that the complaint was not handled appropriately, (including cases where the complaint was not properly identified as a complaint), the client have the right to file a complaint to PayrNet if they believe that we provide our services improperly or our operations breach customers' rights or legitimate interests. The filing of complaints and complaint handling process is free of charge at PayrNet.

PayrNet shall accept complaints submitted in person (directly to Customer Service employee, verbally or in writing), by regular or registered mail (sending it to PayrNet's registered office 138 Holborn, Holborn, London EC1N 2SW or actual place of business), email (at the address complaints@payr.net) or through the digital channels provided by PayrNet's online and mobile platforms.

If you are not satisfied with the response, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date of the final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

In order to contact the Financial Ombudsman Service, you should write to them at Exchange Tower, London E14 9SR, telephone them on 0800 023 4567 or 0300 123 9123, e-mail them at complaint.info@financial-ombudsman.org.uk.

Further information can be found at: www.financial-ombudsman.org.uk