



Error Resolution and Cancellation Disclosures

What to Do If You Think There Has Been an Error or Problem: If you believe there has been an error or problem with your remittance transfer, we are here to assist you. You can take the following steps to address the issue:

1. Contact your agent to submit a ticket throughout our system or
2. Email us: Alternatively, you can email us at support@smallworldfs.com to communicate your concerns.
3. Call us to + **44 02074071800**

It is important to note that you must reach out to us within 180 days from the date we promised that the funds would be made available to the recipient. When contacting us, please provide the following information:

1. Your name, address, or telephone number.
2. Clearly describe the error or problem you have encountered with the transfer and explain why you believe it is an error or problem.
3. Provide the name of the person who was supposed to receive the funds. If available, include their telephone number or address.
4. State the sending amount of the transfer.
5. Include the number of the transaction (MTN), which can be found on the top right of your receipt.

Upon receiving your query, we will promptly investigate the matter and determine if an error has occurred. We aim to provide you with the results of our investigation within three business days. In the event that no error is found, we will send you a written explanation. Additionally, if you request it, we can provide you with copies of relevant documentation used during our investigation.

What to Do If You Want to Cancel a Remittance Transfer: You have the right to cancel a remittance transfer and receive a refund of all funds paid, including any associated fees. T&C applies.

To cancel a transfer, please follow these steps:

1. Contact us immediately: Call us at + **44 02074071800** within thirty minutes of making the payment for the transfer.
2. Provide necessary information: When you reach out to us, please provide the details necessary to identify the transfer you wish to cancel. This includes the amount of the transfer and the location where the funds were sent.

Small World Financial Services Group Ltd
209-215 Blackfriars Road, London SE1 8NL

United Kingdom
+44 (0) 20 7378 1100
+44 (0) 20 7378 1220



If the funds have not yet been picked up or deposited into the recipient's account, we will refund your money within three business days of your cancellation request.

We are committed to resolving any errors, problems, or cancellations as efficiently as possible. Feel free to reach out to us using the provided contact methods, and our dedicated team will assist you throughout the process.

If you consider the matter serious enough to file a complaint, please make your complaint by email to customerservice.uk@smallworldfs.com or in writing to:

Small World Financial Services Ltd. 209-215 Blackfriars Road, London, UK SE1 8NL – London

If it is more convenient, you can also visit any branch of Small World. You can find the addresses on our website at www.smallworldfs.com.

If we cannot resolve your complaint within 15 business days, we will write to you and provide an update on when we hope to be able to provide you with a resolution.

If we have not resolved your complaint within 35 business days, we will write to you explaining the delay. At this time, you can also contact the Financial Ombudsman Service (see contact details below).

If you are not satisfied with the outcome of your complaint or are unhappy with how the complaint has been handled, please contact our Compliance department at compliance.uk@smallworldfs.com, who will look into the matter on your behalf.

If you remain dissatisfied, you may escalate the matter further by contacting:

The Financial Ombudsman Service Exchange Tower London E14 9SR Website: www.financial-ombudsman.org.uk Email: complaint.info@financial-ombudsman.org.uk
Telephone: 0800 023 4567

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