



COMPLAINTS CUSTOMER INFORMATION SHEET

LCC strives to give a high quality service to our customers. It is important for us to know if we do disappoint you. We welcome any service improvement suggestions that you may wish to make, please let your branch know or contact us at the address below:

You may think the matter serious enough to complain. Please make your complaint by:

Writing to:

LCC Trans Sending Ltd.
12 Salamanca Place
SE1 7HB – London

If it is more convenient please call into any branch of LCC Trans Sending Ltd. You can find the addresses at our website www.smallworldfs.com

If we cannot resolve your complaint within 4 weeks we will write to you anyway and say when we hope to be able to let you have a result.

If we have not resolved your complaint at 8 weeks we will write to you explaining the delay, you are also able at this time contact the Financial Ombudsman Service (see contact details below).

If you are not satisfied with the outcome of your complaint or not happy how the complaint has been handled please contact

Compliance department – compliance.uk@smallworldfs.com, who will look into the matter on your behalf.

If you remain dissatisfied you may take the matter further by contacting the

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 5SR
www.financial-ombudsman.org.uk
Telephone: 0845 080 1800

LCC Trans Sending Ltd.

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