



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 Limited
Egelstein 46-48
50668 Köln

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 to 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.ce@smallworldfs.com, who will look into the matter on your behalf.

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

Schlichtungsstelle bei der Deutschen Bundesbank

Visiting address:

Wilhelm-Epstein-Straße 14
60431 Frankfurt am Main

Mailing address:

Postfach 10 06 02
60006 Frankfurt am Main

www.bundesbank.de/de/service/schlichtungsstelle
Telephone: +49 69 9566-3232

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