

How to Make a Complaint

We are committed to providing high-quality services and value your feedback to improve our processes. If you are dissatisfied with any aspect of our service, you can raise a complaint by contacting us through one of the following

- Call us: **+353 91 482934 (Monday-Friday, 08:30-17:00, excluding bank holidays)**

- Email us: **headofficecomplaints@radius.com**

- Write to us:

Customer Services Department
Radius Velos (Ireland) Limited
Block 2, Galway Financial Services Centre
Moneenageisha Road, Galway
Ireland
H91 W1YV

Our Complaints Process

We take complaints seriously and strive to resolve them efficiently and fairly.

1. Initial Resolution:

Our Customer Service team will aim to resolve your complaint immediately where possible but will always acknowledge your case within 2 business days.

2. Investigation and Follow-Up:

If your complaint cannot be resolved immediately, it will be escalated to our Complaints Department for further investigation. Once resolved, we will usually send you written confirmation of the outcome within 15 business days. If your issue is complex we have up to 35 business days to provide a final response however we will keep you informed if this is the case.

3. Next Steps if You're Not Satisfied:

If your complaint relates to the Velos corporate card (e.g., transaction issues) and remains unresolved after 35 days, you can escalate it to our card issuer:

- Email: **complaints@idtfinance.com**
- Card Issuer: **IDT Service Limited ('IDT')**

If you are still dissatisfied after completing the above process, you may complain to the Office of the Arbiter for Financial Services, N/S in Regional Rd, Msida MSD 1920 Malta., web <https://www.financialarbiter.org.mt/> and/or by phone: 80072366 / +35621249245.

If you have not contact IDT: The Arbiter for Financial Services will ask you to contact them in the first instance, to give TPML a chance to put things right,