

This Complaints Policy pertains to the services provided to you by Revolut Forex India Private Limited

## Something went wrong, what should I do?

If you need to contact us about anything at all, our friendly support team is here to help. Just reach out to us via our in-app chat (open 24hrs a day) 365 days a year. Please tell us about the issue(s) you're facing or anything else you need help with in relation to your Revolut account. In order to swiftly resolve any queries, we ask you to explain the issue(s) to us in as much detail as possible and attach any relevant documents to aid your explanation.

If you're not happy with the service received, you can escalate your concerns as a formal complaint.

## Step-by-step guide for our formal complaint process:

If you have a complaint about the level of support you received, you can reach out to us anytime via our in-app chat to request a Complaint Form. For your convenience, you can also find the links to our Complaint Form [here](#).

Alternatively, you can also send us an email to **complaints-india@revolut.com**. You can also post your complaint to our corporate office, refer to **Contact Us** for more details.

If you prefer to send your complaint via email or post, please ensure to include the following details:

- Your full name
- The phone number linked to your Revolut Account
- The email address linked to your Revolut Account
- The date when the issue happened
- Details of your complaint

Once we have received your complaint we will acknowledge this via email. We may contact you to gather more information relating to your complaint. If we encounter any delays because we're waiting for any further information, this will affect the date by which we can resolve your complaint.

We will then investigate all the details of your complaint, and issue our response within 15 business days.

This policy was last updated on 31st January 2024