



# Complaints Handling Policy

For Supercard Customers

**Post:**

Supercard  
P.O. Box 7450  
London  
W1U 6TJ

**Email:** [info@mysupercard.co.uk](mailto:info@mysupercard.co.uk)

**Telephone:** 0330 174 2741

## How do I lodge a complaint?

We are proud to say that we dedicate our time in ensuring that we provide high-quality products and services to all of our customers. When something goes wrong, we want to hear from you as soon as possible so we can rectify it and help improve our service going forward.

If you have a complaint or any feedback, please email us at [info@mysupercard.co.uk](mailto:info@mysupercard.co.uk) with the details of your query.

For complaints, please mark the subject as Official Complaint to ensure it is handled by the right team.

## What will happen once I have lodged a complaint?

1. Within three working days of receiving your email, you will receive an email reply to acknowledging the receipt of your complaint.
2. We will then investigate your complaint, ensuring all information is reviewed and understood. We may at this stage reach out with a request for further information or clarity to ensure we completely understand the complaint. As part of the investigation, we may need information from third parties which may take some time to obtain.
3. Once the investigation is complete, we will send you a detailed reply to your complaint, including our suggestions for resolving the matter. This is normally within 5 working days of us sending you the acknowledgement email. However, we may not be able to meet this timeframe if there is a delay in obtaining necessary from you or a third party. We will, however, regularly update you should this happen.
4. Following your response and the resolution of any further issues, we will confirm our final position on your complaint and explain our reasons.