

Complaint process - Pleo North America

1. How to complain

We aim to provide you with the highest standards of service. However, there may be occasions when our service does not meet your expectations but telling us about it gives us a chance to fix things. We want to:

- Make it easy for you to raise your complaint
- Listen to your complaint
- Consider how you would like us to remedy your complaint
- Make sure you are satisfied with how your complaint was handled

2. How to contact us

If your complaint relates to financial services in USA:

- By post:

Pleo North America Inc.
818, 18TH AVE S, 37203-6663,
NASHVILLE, TN
Attn: Complaints Manager

- By email complaints@pleo.io

- By phone +1 629-468-2990

3. What we need

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- Your account details, including your company's name
- A description of your complaint and how it affected your company
- When the issue happened

- Your company contact details and how you would like us to contact you

4. What to expect next

At any time

We may contact you at any time before our final response in case we need more information to solve your complaint.

Up to 3 business days

Our aim is to resolve your complaint as quickly as possible. You will receive a response from us within 3 business days stating whether your complaint has been solved or the next steps in case we still need more time to work on your complaint. This communication will also contain your complaint reference number for your records and will help us find your information quickly should you need to contact us.

Up to 15 business days

You will receive a response from us within 15 business days stating whether your complaint has been solved or not. If the complaint is solved, we will inform you of our position and the options you have available.

In the majority of cases, we will be able to resolve your complaint within 3 to 15 business days. If we have not resolved it within 15 business days, we will inform you to update you on the progress and tell you how much longer we anticipate it will take.

Up to 35 business days

If your complaint has not yet been solved, you will receive a response from us within 35 business days stating whether our final response and the options you have available.