



# Complaints Handling Procedure

Stripe Technology Europe Limited

If you have questions or suggestions about this Complaints Handling Procedure or complaints-related queries, please contact [complaints@stripe.com](mailto:complaints@stripe.com).



## How Stripe Handles Your Complaint – EMEA Customers

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We are committed to providing a high-quality service to all of our users. If something has gone wrong or you are unhappy with any aspect of your experience with Stripe Technology Europe Limited (“STEL”, “we”, “us”), we want to hear from you so we can put it right.

### What Is a Complaint?

Broadly, Stripe defines a complaint as follows :

A complaint is any expression of dissatisfaction - made orally or in writing - about a product or service we have provided (or failed to provide) to you as a Stripe user, about our policy, a third-party vendor, or employee or the complaints handling process itself, where a resolution is expected and/or that claims that the complainant could suffer financial loss, material distress or material inconvenience. .

### How to make a complaint

Method	Details
Online	Go to <a href="https://stripe.com/complaints">https://stripe.com/complaints</a> and log in and complete our Complaints Submission Form.
Email	<a href="mailto:complaints-ireland@stripe.com">complaints-ireland@stripe.com</a>
Post	Complaints Team, Stripe Technology Europe Limited, The One Building, 1 Grand Canal Street Lower, Dublin 2, D02 H210, Ireland
Dashboard	Log in to your Stripe Dashboard and use the Help & Support section

To help us investigate your complaint as quickly as possible, please include:

- Your name and Stripe account ID or email address
- A clear description of your concern
- Details of any steps you have already taken to try to resolve the issue
- What outcome you are seeking



## Step-by-Step: What Happens After You File a Complaint

### Step 1 - We acknowledge your complaint

We will send you a written acknowledgement within 5 business days of receiving your complaint.

If you submit your complaint through an online or electronic form, we will acknowledge it immediately through the same channel.

### Step 2 - We investigate

A dedicated member of our team will investigate your complaint thoroughly and impartially. We will review all relevant information relating to your account and the issue you have raised.

We treat all complaints fairly, investigate each one based on its individual circumstances, and ensure no unreasonable barriers are placed in the way of making or progressing a complaint.

### Step 3 - We keep you informed

We will aim to provide you with a written update on the progress of our investigation within 15 business days until your complaint is resolved. If your complaint cannot be resolved within the standard 15-business-day window, we will provide regular updates on the progress of your investigation at intervals of no more than 20 business days from the date your complaint was first made

If we need any additional information from you, we will contact you as soon as possible.

### Step 4 – We issue our final response

We aim to resolve all complaints within 15 business days of receiving your complaint.

If, in exceptional circumstances, we are unable to issue a final response within 35 business days, we will write to you to explain:

- The reasons for the delay; and
- The expected timeframe within which we anticipate completing our investigation.

### Our Final Response

Our final response letter will:

- Set out the outcome of our investigation in plain, clear language and explain the reasons for our decision
- Confirm any remedy or redress offered (where applicable)
- Advise you of your right to refer your complaint to the Financial Services and Pensions Ombudsman (see below) if you remain dissatisfied.



### **If You Are Not Satisfied With Our Response**

If you are unhappy with our final response, or if your complaint has not been resolved within 35 business days, you have the right to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO).

The FSPO is an independent statutory body that resolves disputes between consumers and regulated financial service providers in Ireland, free of charge to consumers.

**Financial Services and Pensions Ombudsman (FSPO)**

**Website:** [fspo.ie](https://www.fspo.ie)

**Email:** [info@fspo.ie](mailto:info@fspo.ie)

**Phone:** +353 1 567 7000

**Post:** Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29