

Last Updated: 18 January 2024

1. Introduction

1.1 At Hastee we are committed to providing the best service we can. If something goes wrong, we would like you to tell us about it so we can fix it as soon as possible. This policy guides you through our complaints process.

2. Scope

2.1 This policy applies to all complaints received by Hastee Technologies HR Ltd ('**Hastee**', '**We**' or '**Us**') regarding any aspect of our services, including those related to our earned wage access product, benefits calculator, discounts, financial education content, AI financial assistant and customer service ('**Service**').

3. Definition of a Complaint

3.1 By 'Complaint' we mean any dissatisfaction you have and wish to tell us about that concerns our provision of, or failure to provide, our Service.

4. How to Make a Complaint

4.1 You can contact us about an issue:

- (a) via chat through the Hastee app
- (b) email us at support@hastee.com; or
- (c) by writing to us at 15th Floor 6 Bevis Marks, Bury Court, London EC3A 7BA, Attention: Hastee Complaints Department

5. What happens next?

5.1 We will acknowledge receipt of a complaint promptly and in any event within five business days. The acknowledgement will include the name or job title of who handled your complaint and a copy of this Complaints Policy.

5.2 Our Customer Support Representative will do all that they can to help you right away, but if additional information or investigation is needed, the matter will be escalated to [the Head of our Customer Success Team].

6. Investigating Complaints

- 6.1 We aim to resolve most issues within three working days following receipt of your complaint. If we can't resolve it within that time, we'll keep you updated on progress. In exceptional circumstances, this could take up to a month.
- 6.2 We will investigate complaints competently, diligently, and impartially, obtaining additional information as necessary.
- 6.3 We will assess the subject matter of the complaint and whether we have acted fairly, complied with any applicable law or regulation, and taken all proper account of all relevant circumstances.

7. Final Response

- 7.1 We aim to provide a final response within four (4) weeks of receipt of your complaint.
- 7.2 Our final response will:
 - (a) summarize the complaint;
 - (b) describe the investigation and the findings;
 - (c) if appropriate, include an apology and/or offer redress or remedial action; and
 - (d) where applicable, explain that you may refer the complaint to the Financial Ombudsman Service (FOS) if you are not satisfied with the final response and provide the FOS's contact details.

8. Financial Ombudsman Service

- 8.1 If we aren't able to resolve your complaint within eight weeks, or if you are dissatisfied with our final response, you may have the right to refer the matter to the Financial Ombudsman Service ('**FOS**'). The FOS is a free and independent service that helps resolve disputes between customers and financial services providers. You'll need to contact the FOS within six months of our final response letter. Their contact details are below:
 - (a) Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR
 - (b) Telephone: 0800 023 4567 or 0300 123 9123

(c) Email: complaint.info@financial-ombudsman.org.uk

(d) Website: www.financial-ombudsman.org.uk

9. Are Hastee's Services Covered By The Financial Services Compensation Scheme ('FSCS') ?

9.1 Hastee does not provide any regulated products so our Services are not covered by the FSCS. Information about the FSCS is available at www.fscs.org.uk.

10. Record Keeping

10.1 We will keep a record of each complaint received and the measures taken for its resolution. These records will be retained for a minimum of five years from the date of receipt of the complaint.

11. Continuous Improvement

11.1 We will analyse complaint data to identify recurring issues and root causes, and we will implement changes to our processes and procedures to prevent the recurrence of similar complaints.

12. Training

12.1 All staff will receive training on our complaints policy and procedures to ensure they understand their responsibilities in handling complaints.

13. Policy Review

13.1 This policy will be reviewed annually to ensure it remains compliant with applicable regulations and effective in handling complaints.

14. Contact Information

14.1 For any questions regarding this policy, please contact:

(a) Clemens Moehring, COO

(b) Clemens.m@hastee.com

(c) Hastee Technologies HR Ltd, 15th Floor, 6 Bevis Marks, Bury Court, London EC3A 7BA