

Glint Complaint Submission Form

Use this form to submit any complaint relating to Glint's products, services, customer experience, or the handling of your personal data.

If your complaint relates to how Glint processes your personal data, it will also be handled in accordance with applicable UK data protection laws, including the Data (Use and Access) Act 2025.

Section 1 – Your Details

Full Name:

Email Address:

Telephone Number (optional):

Postal Address (optional):

Preferred Method of Contact:

- Email
- Telephone
- Post

Section 2 – Relationship With Glint

Please select the option that best describes you:

- Current customer
- Former customer
- Prospective customer / onboarding applicant
- Employee
- Former employee
- Contractor
- Other

If “Other”, please provide details:

Section 3 – What Is Your Complaint About? (tick all that apply)

- Account Access or Restrictions
- Onboarding or Identity Verification
- Transactions or Payments
- Customer Service
- Marketing Communications
- Access to My Personal Data
- Correction of My Personal Data
- Deletion of My Personal Data
- Data Sharing or Privacy Concerns
- Data Breach or Security Concern
- Other:

Section 4 – Details of Your Complaint

Please tell us what happened and why you are dissatisfied

Section 5 – Relevant Dates

If known, please provide the date(s) relevant to your complaint:

Section 6 – What Outcome Are You Seeking?

Please tell us what you would like Glint to do to resolve your complaint.

Examples may include:

- explanation of processing;
- correction of personal data;
- deletion of personal data;
- restriction of processing;
- review of a decision;
- apology;
- other corrective action.

Section 7 – Supporting Information

Please list any documents, screenshots, emails or other information you are providing in support of your complaint.

Section 8 – Declaration

I confirm that the information provided in this form is accurate to the best of my knowledge.

Name:

Date:

How To Submit This Form

Email: support@glintpay.com

Post:

Glint Pay UK Limited,
167-169 Great Portland Street,
5th Floor,
London,
W1W 5PF

What Happens Next?

Glint will:

Glint Pay Services Ltd, registered in England and Wales with registered office address: 167-169 Great Portland Street 5th Floor, London W1W 5PF (company no. 10117131). Glint Pay Services Ltd (FRN 900657) is authorised and supervised by the FCA to issue e-money and provide payment services under the Electronic Money Regulations 2011 (the EMRs).

- acknowledge receipt of your complaint as soon as possible. For most complaints, this will be within 1 business day of receipt. Where your complaint relates to the processing of personal data, we will handle it in accordance with our Data Protection Complaints Procedure and applicable legal requirements;
- investigate the issues raised;
- keep you informed of progress where appropriate; and
- provide a written response explaining the outcome.

If you remain dissatisfied, you may raise your concerns with the Information Commissioner's Office (ICO) or, where applicable, the Financial Ombudsman Service. Glint will inform you of the relevant body to which you can raise any further concerns in its response to your complaint.