



**Financial Consumer Agency of Canada**  
***Canadian Credit and Debit Card Industry - Complaint Handling Process***

**Instructions**

**Step 1 – Initial complaint**

If a merchant believes that Adyen’s conduct may be contrary to any of the Merchant-Acquirer Policy Elements outlined in The Code of Conduct; the merchant can file a complaint by filling in the form below and emailing it to [fcac.support@adyen.com](mailto:fcac.support@adyen.com).

Adyen will acknowledge the receipt of a Merchant’s complaint within five business days, and our final response within thirty working days. This response will include:

- A summary of the complaint
- The final result of the investigation
- Explanation of the final decision
- Information on how to further escalate the complaint

If we cannot provide a final response within thirty working days, we will inform the Merchant of a new expected response time.

**Step 2 – Escalation**

If a resolution cannot be achieved via Step 1, the merchant is asked to escalate the issue within Adyen’s organization by emailing [support@adyen.com](mailto:support@adyen.com). This email should include the initial complaint, and a summary of our response.

Adyen will provide a final response within thirty working days. This response will include:

- A summary of the second complaint
- The final result of the second investigation
- Explanation of the final decision

If we cannot provide a final response within thirty working days, we will inform the Merchant of a new expected response time.



***Complaint handling form for merchant complaints pertaining to the Code***

Merchant business name

Name of Person Submitting Complaint

Merchant street address

City

Province/Territory

Postal code

Phone number

E-mail address

Name of acquirer

Merchant ID#

Name of Adyen Contact Person

The policy element of the Code that the complaint pertains to

Summary of Complaint