



## Client Information

Metro Remittance (UK) Limited is a registered Money Service Business with the UK's HM Revenue and Customs, holding MSB Certificate number 12152251. The company operates anti-money laundering and anti-terrorist financing controls. We will refuse any transaction we believe to be money laundering. We will report suspicious transactions. Before we do business with anyone, we will require evidence of identity. Copies of the evidence and records of transactions will be retained for a minimum of 5 years.

Under UK Laws and regulations you must submit documentary proof to support for changes in circumstances including the following:

- Renewal of expired PASSPORT or ID – copy of new valid passport or ID
- Change in ADDRESS – utility bill or bank statement
- Change in name or marital status – marriage certificate or notice of divorce, annulment, etc.

If there are changes with your contact details such as mobile number, land line or email address, please provide us your new details to avoid delays on your remittance transaction.

You must accomplish and sign a new Remittance Application and Agreement Form each time your Identification provided to us expires for record updating purposes.

Metro Remittance (UK) Ltd has set a remittance transaction limit per calendar month; if in case you wish to send more than the said limit. You are required to provide documentary proof of source of funds, purpose of remittance and beneficiary details. Or if we noticed that the remittance amount you are sending does not commensurate to your monthly wages, we will review your remittance activities and request immediately for both source of funds and purpose of remittance.

We reserve the right to deny money remittance services for non-compliance with the above requirements.

## Complaint Policy and Procedures

### DISPUTE RESOLUTION

Metro Remittance (UK) Limited is committed to delivering an efficient and professional remittance service to all its clients. In instances when concerns arise from our service, we resolve to address any complaint by:

- ensuring that filing a complaint is not unduly burdensome to the complainant;
- treating a complaint seriously in whatever manner it is communicated to us;
- dealing with complaints promptly;



- including in our response an apology for mistakes we may have caused; an explanation of our position, and/or information on any actions taken; and
- learning from complaints and using them to improve our service.

### **FILING A COMPLAINT:**

Prepare your written complaint and have it received by our duty manager. The contents of the complaint should include:

- the nature of the problem
- the date and time when the issue occurred
- the persons you were dealing with
- how you want us to resolve the matter

You may use the attached the Complaint Template attached at the bottom of this webpage for guidance.

You may send your report by fax to 020 79376140, or by email to [info@metrorem.co.uk](mailto:info@metrorem.co.uk). Please advise if a reply from us by email is acceptable; otherwise, please provide us your telephone number or a full postal address.

To discuss your complaint by telephone, please call the duty manager at telephone number 020 73684490.

### **HOW WE HANDLE COMPLAINTS:**

We aim to reply fully to all complaints **within 7 days from date of receipt**; if, due to the complexity of the case, it is not possible to resolve it within the committed time, an interim response will be issued advising the client what is being done to deal with the complaint, and when a full reply may be expected and from whom.

If, despite the initial response, the complainant still is not completely satisfied, complaints may be elevated to our **Complaints Handling Officer**:

**Mr. Vincent Otienco**

1st Floor, 12 Kensington Church Street  
London W8 4EP United Kingdom

Tel no. 020 7368 4490

Email Add: [vpotieco@metrorem.co.uk](mailto:vpotieco@metrorem.co.uk)

Finally, unresolved cases after five weeks of first being reported to us may be brought to the attention of the Financial Ombudsman Service for further advice and guidance:

**The Financial Ombudsman Service**



## Metro Remittance (UK) Limited

A Subsidiary of Metrobank Philippines

The Exchange Tower  
London E14 9SR United Kingdom  
Tel no. 0800 023 4567 or 0300 123 9123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### **DATA PROTECTION AND PRIVACY NOTICE**

Personal data we hold in our files are protected under the UK's Data Protection Act. **Metro Remittance (UK) Ltd** holds registration number Z8383053 from the Information Commissioner. We established internal standards and controls to ensure protection of all client information and relationships, particularly from unnecessary disclosure of such information to sources outside the organisation. We are using the best means possible to maintain confidentiality of client information by minimising risk inherent in improper disclosure of information and preventing fraud and financial loss. All data collected from the client are being processed and solely used for business purposes only.

**Metro Remittance (UK) Ltd** is committed to safeguarding your personal and account information. This endeavour, we believe, is a responsibility that is shared between you and the company.

### **OUR ROLE**

**We assure you that information you provide us is kept confidential.** All information you provide will only be used within the bounds of applicable UK Laws\*, and of other rules and regulations that may be issued by the competent authorities.

*\*The General Data Protection that governs the processing of information relating to individuals, including obtaining, holding, use or disclosure of information.*

We will collect personal information only for the following purposes:

- To verify the client's identity
- To determine the client's eligibility for remittance services
- To provide the client with continued service in the future
- To respond to clients' inquiries about the status of past remittance transactions
- To prevent fraud with respect to both the customer and the company
- To meet legal, regulatory and other statutory requirements

Personal data obtained by Metro Remittance (UK) Ltd may only be processed for the prevention of money laundering and terrorist financing. And for the purpose of transmitting funds in favour of the beneficiary through Metropolitan Bank and Trust Company (Metrobank) in the Philippines.

You may also be contacted by us using contact details provided from time to time for updates on the Company's products and services, or other related announcement or promos from the company or from the Metropolitan Bank and Trust Company



(Metrobank Philippines). This is to improve the way we provide services to you during the term of our relationship.

**We ensure that the handling of your information adheres to the established security standards and procedures.** Further, up-to-date technology is in place in our systems to prevent unauthorised access which undergoes continuous assessment to improve your security and your privacy.

**We guarantee you that any information you provide to us is protected.** We will only collect your identifiable information through secure means, i.e. in person at the branch, or through authorised marketing activities of the company. We may ask you to provide your information by post if you are unable to come at our office or by email. We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us may not be protected in transit.

## **YOUR ROLE & RIGHTS**

**Protect your information.** We encourage you to be vigilant in protecting your personal data by ensuring that your account details, PINs, username and password are not disclosed to others nor written somewhere where it will be accessible to others. We also advise you to use strong passwords and to change them regularly as well as keeping your software/s updated.

**Use secure means to communicate with us.** You can contact us through our website, London Office, or by phone call. Rest assured that information coursed through these channels is protected by the security of our systems.

**Access to your Information.** You may request a copy of information we hold about you by email or by post and we will provide you details in portable format if feasible. *(A fee may be applicable)* You may also request that your personal information may be amended for the purpose of accuracy and completeness.

**Erasure.** You may request that we delete your personal information if you believe that:

- we no longer need to process your information for the purposes for which it was provided;
- we have requested your permission to process your personal information and you wish to withdraw your consent; or
- we are not using your information in a lawful manner.

*Please note that the right to erasure is subject to certain exemptions, and if you request us to delete your information, we may have to suspend the operation of your account and/or the products and services we provide to you.*



**Objection.** You have a right to object to us processing your personal information (and to request us to restrict processing), unless we can demonstrate compelling and legitimate grounds for the processing, which may override your own interests or where we need to process your information to investigate and protect us or others from legal claims. Depending on the circumstances, we may need to restrict or cease processing your personal information altogether, or, where requested, delete your information.

*Please note that your right to object to our processing is subject to certain exemptions, and if you object to us processing your information, we may have to suspend the operation of your account and/or the products and services we provide to you.*

**Marketing.** You have a right to object at any time to processing of your personal information for direct marketing purposes, including profiling you for the purposes of direct marketing.

**Withdraw Consent.** Where we rely on your permission to process your personal information, you have a right to withdraw your consent at any time. We will always make it clear where we need your permission to undertake specific processing activities.

**Report any data breach.** If you think that your personal data was mishandled in terms of confidentiality or integrity, or if someone tampered with your personal data without your consent, please do not hesitate to contact our Information Security Officer through the following:

**Chief Information Security Officer**  
**1F 12 Kensington Church Street**  
**London W8 4EP United Kingdom**  
**Telephone Number: 020 7938 1395**  
**Fax Number: 020 7937 6140**  
**E-mail Address: [hvnatividad@metrorem.co.uk](mailto:hvnatividad@metrorem.co.uk)**

Due to the rapidly evolving changes in current regulations over the financial sector, we may update this information from time to time.