

We would like to hear from you.

Dexopay OU support can be contacted via internal messages or support email. Customer support will be open for your inquiries during business days from 9:30am - 17:00 am. We will try to resolve your issues within the same business day, however, complaint processing can sometimes take up to three business days. Feel free to contact Dexopay OU support for the following issues:

- 1) Issues faced during your experience using Dexopay OU products and services;
- 2) General recommendations.

When contacting us, please make sure that you follow our general complaint processing guidelines. This way we can ensure fast and efficient complaint management within a timely manner for greater customer satisfaction.

Your message will be processed and then forwarded to the respective department. If you are willing to inquire to the senior management of Dexopay OU please indicate it in the message.

How to submit your complaint:

To submit a complaint, send an internal message or email to support@dexopay.com. Please include the following details:

1. Your full name
2. The phone number that was used for registration for Dexopay OU products and services;
3. The email address that was used for registration for Dexopay OU products and services;
4. Details of the complaint such as: Time and date, description of the issue and any other information that you consider necessary for us to know as well as your preferred measures to remedy the issue.

After we will have received the complaint, we will do the following:

1. Send you a confirmation after we have seen your complaint;
2. Ask you for more information if it will be necessary for processing your complaint;
3. Give you a timeline for processing if necessary;
4. Provide you with a copy of your complaint if contacted by means that does not provide with one automatically;
5. Process the complaint.

Complaint will be managed by an employee that is solely responsible for complaint processing and management. If necessary, the complaint will be partially communicated or fully forwarded to the respective departments.

Although, we usually perform complaint management no later than three business days, delays can sometimes happen. In such case you will be informed about the delay and given an estimate timeline.

Our final response may conclude that

1. **Your complaint was upheld.** We may then offer you compensation or goodwill gesture where appropriate; or
2. **Your complaint was not upheld.** We will then explain the reasons for our conclusion; or
3. **We need more information.** We will then reach out by email to let you what we need. If we encounter any delays because we're waiting for information, this may affect our response date.

Consumer Protection and Technical Regulatory Authority

If we fail to provide a response to your satisfaction, you may refer your complaint to the Consumer Protection and Technical Regulatory Authority of Estonia.

1. Address: Endla 10a, 10122 Tallinn
2. Telephone: (+372) 667 2000
3. Fax: (+372) 667 2001
4. Reg. nr. 70003218
5. E-mail: info@ttja.ee