



PAYMENTS

Legal and Regulatory



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IFX (UK) Ltd (company number: 05422718), trading as IFX Payments, is authorised by the Financial Conduct Authority under the Electronic Money Regulations 2011 (FRN 900517) for the issuing of electronic money.

IFX Payments is subject to the Payment Services Regulations 2017.

IFX Payments is also regulated by the Dubai Financial Services Authority as a Representative Office (DFSA Firm Reference Number F001814).

IFX Payments respects your privacy and is committed to protecting your personal data. IFX Payments is registered with the Information Commissioner's Office (Reference Number: Z9399766). For more information, please see our [Privacy Policy](#). In the event you wish to contact IFX Payments regarding the processing of your personal data, please contact: regulatory@ifxpayments.com.

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COMPLAINTS

We want to hear about your great experiences but equally, if you're not happy about something, we want to know so we can make things better. If you are not happy with any part of the services, please contact us on regulatory@ifxpayments.com. We aim to deal with complaints in a way our customers are satisfied with. If you have been through our complaint procedures and you disagree with the response we have given, you may be able to refer the matter to the Financial Ombudsman Service. Details are available at www.financial-ombudsman.org.uk. You will also be able to contact the Financial Conduct Authority (FCA) or the Payment Systems Regulator (PSR) if you think that we have broken the Payment Services Regulations 2017.