



- Instructions:**
1. Select today's date, then enter the merchant information and contact information.
  2. Select the "Policy Element" that forms the basis of your complaint.
  3. Enter a description of the complaint and provide the specific details.
  4. Click the "Save" icon to save the completed form to your hard drive.
  5. Click the "Print" icon to print a hard copy of this complaint for your records.
  6. Click the "Submit Form" button to submit the form as an email attachment.

**1.0 Merchant Information**

Date: \_\_\_\_\_

Merchant Name: \_\_\_\_\_ Merchant No: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Acquirer Name: \_\_\_\_\_

**2.0 Contact Information**

\_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_ Alternate Phone No: \_\_\_\_\_

\_\_\_\_\_

**3.0 Complaint Details**

\_\_\_\_\_

\_\_\_\_\_

Please describe your complaint below as it applies to the "Policy Element" you have selected. In addition to the summary of your concerns, please provide details, such as the name of the person you were dealing with, the date the concern occurred. If you have any supporting documentation then "Submit the Form", but also send a separate email with any supporting documentation (i.e. agreements, statements) with the subject line "Re: TNS Code of Conduct Complaint submitted [Submit Date]" to [customercare@nrttech.com](mailto:customercare@nrttech.com). In the body of the email please provide your merchant name and merchant number.

\* Note: 12. "Merchant-Acquirer Agreements" includes cancellation and renewal terms and conditions.