



Canadian code of conduct

Merchant complaint form

Name of person submitting the complaint:

Merchant business name:

Merchant number:

Merchant street address:

City:

Province/Territory:

Postal code:

Phone number:

E-mail address:

Name of acquirer of record:

Date you spoke with our customer service:

D	D	M	M	Y	Y	
---	---	---	---	---	---	--

Name of the service representative you spoke to:

The policy element of the Code that the complaint pertains to:

Please provide a summary of your complaint:

Email or post this form with any supporting documents (if applicable):

email: email@clientservices@planetpayment.com

Post: Planet Processing Services, 100 West Commons Blvd. Suite 200, New Castle, DE 19720