

Bolt complaint-handling guidelines

Updated and Effective as of 27.07.2026

To ensure all concerns related to our platforms are handled transparently and with clarity, we've developed some guidelines on how complaints are dealt with.

How are complaints handled?

For complaints relating to **payment services provided through Airwallex**, we will acknowledge your complaint within **2 working days** of receipt. Our aim is to resolve these within **15 working days**, except in exceptional circumstances where we will inform you of the delay and the reasons. For all other **non-payment** related complaints in New Zealand, our general timeframes below apply.

We'll generally acknowledge complaints within **10 working days** of receiving them. Our aim is to process and resolve complaints within **30 working days** of receipt. This may be extended for more complex cases and we'll notify you with reasoning if this is the case.

Time when we are waiting for additional information, documentation or a response to a proposal to negotiate won't count towards the overall processing period.

If your complaint is partially or fully rejected, we will provide reasoning in writing and notify you of your right to refer the matter for mediation, an out-of-court settlement or to the court.

When might complaints be rejected?

We may not take complaints further in certain circumstances:

- If it is clear a complaint is without evidence or reasonable foundation
- If the complaint has clearly not been submitted in good faith and concerns presented are clearly fictitious, malicious, or irrelevant
- If we have previously resolved a complaint from you on the same matter
- If the complaint is submitted more than 6 months after the date you became aware, or should have become aware, of the matter leading to the complaint

When do these guidelines apply?

Guidelines apply to relevant complaints made by **anyone** relating to illegal or unlawful activity on Bolt's platforms, such as:

- Reporting illegal activity or content on one of our platforms
- Requests to review our decisions relating to illegal activity or content, such as content removal, payment termination, or account suspension or termination

For **business partners** using Bolt's platforms, guidelines also apply to the following types of complaints:

- Complaints from EU-based partners on Bolt's non-compliance with [EU Regulation 2019/1150](#)
- Complaints on technical issues affecting the business partner's usage of Bolt's platforms
- Requests to review our decisions affecting the business partner's use of Bolt's platforms, such as suspension or termination of the business partner's account, suspension of monetary payments to the business partner, etc.

You can submit your complaint through webform [HERE](#).

Need more help?

These guidelines and any efforts by Bolt to resolve a complaint related dispute through mediation or other out-of-court settlements do not limit or affect either your right or Bolt's right to start court proceedings at any time in relation to the complaint.