

The list of national authorities where you have a statutory right to bring legal action against us in your country in relation to the financial services provided by us.

## Poland

### Polish Financial Ombudsman

Address: ul. Nowogrodzka 47A 00-695 Warsaw

Email: [biuro@rf.gov.pl](mailto:biuro@rf.gov.pl)

Phone number: +48 22 333-73-26, +48 22 333-73-27

Website: [www.rf.gov.pl](http://www.rf.gov.pl)

## Hungary

### Hungarian Financial Arbitration Board

Address: Krisztina krt. 39, 1013, Budapest, Hungary

Email: [ugyfelszolgalat@mnbb.hu](mailto:ugyfelszolgalat@mnbb.hu)

Phone number: +36 80 203 776

Website: <https://www.mnbb.hu/en/hungarian-financial-arbitration-board>

### Hungarian National Bank

Address: Szabadság tér 9, 1054 Budapest, Hungary

Email: [info@mnbb.hu](mailto:info@mnbb.hu)

Phone number: +36 1 428 2600

Website: <https://www.mnbb.hu/en>

## Bulgaria

### Commission for Consumer Protection

Address: 1000 Sofia, Bulgaria 4A Slaveykov Sq., fl. 3, 4 and 6

Email: [info@kzp.bg](mailto:info@kzp.bg)

Phone number: hotline 0700 111 22

Website: <http://www.kzp.bg/>

## Czechia

### Czech Financial Arbitrator

Address: Legerova 1581/69, 110 00 Prague 1,

Czechia E-mail: [arbitr@finarbitr.cz](mailto:arbitr@finarbitr.cz)

Phone number: +420 257 042 070

Website: <https://finarbitr.cz/>

## Estonia

### Consumer Protection and Technical Regulatory Authority

Address: Endla 10A, 10122 Tallinn, Estonia

Email: [info@ttja.ee](mailto:info@ttja.ee)

Phone number: +372 667 2000

Website: <https://ttja.ee/>

## Latvia

### Ombudsman of the Latvian Finance Association

Address: Doma laukums 8A-6, Riga LV-1050, Latvia

Email: [ombuds@financelatvia.eu](mailto:ombuds@financelatvia.eu)

Phone number: +371 67284562

Website: <https://www.financelatvia.eu/en/ombudsman/>

## Romania

### National Authority for Consumer Protection

Address: Aviatorilor Boulevard 72, sector 1, Bucharest, Romania

Email: [office@anpc.ro](mailto:office@anpc.ro)

Phone number: +40 7590 45333

Website: <https://anpc.ro/>

### Romanian Financial Supervisory Authority

Address: Splaiul Independenței nr. 15, sector 5, 050092, București

Email: [office@asfromania.ro](mailto:office@asfromania.ro)

Phone number: +40 800 825 627

Website: <https://asfromania.ro/>

## Malta

### Arbiter for Financial Services

Address: 1st Floor, St Calcedonius Square Floriana FRN 1530,

Malta Email: [complaint.info@asf.mt](mailto:complaint.info@asf.mt)

Phone number: +356 8007 2366

Website: <https://www.financialarbiter.org.mt/>

## Cyprus

### Financial Ombudsman of Cyprus

Address: Kypranoros 15 Nicosia 1061, Cyprus

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Phone number: +357 228 48900

Website: <http://www.financialombudsman.gov.cy/>

## Greece

### Greek General Secretariat of Commerce and Consumer Protection

Address: Nikis 5-7, 10180, Athens, Greece

Phone number: +30 210 333 2000

Website: <http://www.mindev.gov.gr/>

### Hellenic Consumers Ombudsman for Greece

Address: 144 Alexandras Avenue, 114 71, Athens, Greece

Email: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr)

Phone number: +30 210 646 0862

Website: <http://www.synigoroskatanaloti.gr/>

## Croatia

### National Bank of Croatia

Address: Trg hrvatskih velikana 3, 10000 Zagreb, Croatia

Email: [opp@hnb.hr](mailto:opp@hnb.hr)

Phone number: +385 1 45 64 555

Website: <https://www.hnb.hr/>

## Slovakia

### National Bank of Slovakia

Address: Imricha Karvasa 1, 813 25 Bratislava, Slovakia

Email: [info@nbs.sk](mailto:info@nbs.sk)

Phone number: +421 2 5787 1111

Website: <https://www.nbs.sk/>

## Slovenia

### National Bank of Slovenia

Address: Slovenska 35, 1505 Ljubljana, Slovenia  
Phone number: +386 1 47 19 182  
Website: <https://www.bsi.si/>

## Iceland

### Consumer Agency

Address: Neytendastofa I Borgartúni 21, 105 Reykjavík, Iceland  
Email: [postur@neytendastofa.is](mailto:postur@neytendastofa.is)  
Phone: +354 510 1100  
Website: <https://www.neytendastofa.is/>

## Austria

### Austrian Financial Market Authority

Address: Otto-Wagner-Platz 5 A-1090 Vienna, Austria  
Phone: +43 1 249 59 0  
Website: <https://fma.gv.at/>

### Federal Ministry for Digital and Economic Affairs

Address: Bürgerservice, Stubenring 1, 1010 Vienna, Austria  
Email: [service@bmdw.gv.at](mailto:service@bmdw.gv.at)  
Phone: +43 800 240 258  
Website: <https://bmdw.gv.at/>

## Liechtenstein

### Financial Services Conciliation Board Ordinance

Address: Landstrasse 60, PO Box 343, FL-9490 Vaduz, Liechtenstein  
Email: [info@schlichtungsstelle.li](mailto:info@schlichtungsstelle.li)  
Phone: +423 220 20 00  
Website: [http://www.schlichtungsstelle.li/Information\\_en.html](http://www.schlichtungsstelle.li/Information_en.html)

## France

### Autorité de contrôle prudentiel et de résolution

Address: 4 Place de Budapest, CS 9245, 75436 Paris Cedex 09  
Email: [iBibli@acpr.banque-france.fr](mailto:iBibli@acpr.banque-france.fr)  
Phone: + (33) 01 49 95 40 00  
Website: <https://acpr.banque-france.fr/>

### Bank of Lithuania

Address: Gedimino pr. 6, 01103 Vilnius, Lithuania  
Email: [info@lb.lt](mailto:info@lb.lt)  
Phone: +370 800 50 500  
Website: <https://www.lb.lt/>

## Luxembourg

### Bank of Lithuania

Address: Gedimino pr. 6, 01103 Vilnius, Lithuania  
Email: [info@lb.lt](mailto:info@lb.lt)  
Phone: +370 800 50 500  
Website: <https://www.lb.lt/>

## Portugal

### **Banco de Portugal**

Address: R. do Comércio, 148, 1100-150 Lisboa, Portugal

Email: [info@bportugal.pt](mailto:info@bportugal.pt)

Phone: +351 213 130 000

Website: <https://www.bportugal.pt/>

### **Centro de Informação, Mediação e Arbitragem de Seguros**

Address: Av. Fontes Pereira de Melo, nº11, 9 Esq, 1050-115 Lisboa, Portugal

Email: [geral@cimpas.pt](mailto:geral@cimpas.pt)

Phone: +351 213 827 700

Website: <https://www.cimpas.pt/pt>

## Sweden

### **National Board for Consumer Disputes**

Address: Box 174, 101 23 Stockholm, Sweden

Email: [arn@arn.se](mailto:arn@arn.se)

Phone: +46 8 555 017 00

Website: <https://www.arn.se/>

## Denmark

### **Bank of Lithuania**

Address: Gedimino pr. 6, 01103 Vilnius, Lithuania

Email: [info@lb.lt](mailto:info@lb.lt)

Phone: +370 800 50 500

Website: <https://www.lb.lt/>

## Germany

### **Federal Financial Supervisory Authority**

Address: Graurheindorfer Str. 108 53117 Bonn, Germany

Email: [poststelle@bafin.de](mailto:poststelle@bafin.de)

Phone: +49 0 228 4108 0

Website: <https://www.bafin.de/>

## Belgium

### **Ombudsman for Financial Services**

Address: North Gate II, Koning Albert II-laan 8 bus 2, 1000 Brussel, Belgium

Email: [ombudsman@ombudsfm.be](mailto:ombudsman@ombudsfm.be)

Phone: +32 2 545 77 70

Website: <https://www.ombudsfm.be/>

## Italy

### **Banking and Financial Ombudsman**

Address: Via Venti Settembre, 97/e - 00187 Rome, Italy

Email: [abf@bancaditalia.it](mailto:abf@bancaditalia.it)

Phone: 800 196 969

Website: <https://www.arbitrobancariofinanziario.it/>

### **IVASS - Istituto per la Vigilanza sulle Assicurazioni**

Address: Via del Quirinale 21, 00187 Rome, Italy

Email: [email@ivass.it](mailto:email@ivass.it)

Phone: +39 06 42 133 1

Website: <https://www.ivass.it/>

## Ireland

### Financial Services and Pensions Ombudsman

Address: Lincoln House, Lincoln Place Dublin 2,, D02 VH29 Ireland

Phone number: +353 1 5677000

Website: <https://www.fspo.ie/>

## Finland

### Finnish Financial Supervisory Authority

Address: Snellmaninkatu 6, Helsinki, Finland

Phone: +358 9 6850 120

Website: [www.fine.fi](http://www.fine.fi)

### Finnish Consumer Ombudsman (The Finnish Competition and Consumer Authority)

Address: P. O. Box 5, FI-00531 Helsinki, Finland

Phone: +358 29 505 3050

Website: <https://www.kkv.fi/>

### Consumer Disputes Board of Finland

Address: Hämeentie 3 P.O. Box 306 00531, Helsinki, Finland

Email: [kril@oikeus.fi](mailto:kril@oikeus.fi)

Phone: +358 29 566 5200

Website: <https://www.kuluttajariita.fi/>

## The Netherlands

### Dutch Institute for Financial Disputes

Address: Postbus 93257, 2509 AG Den Haag, the Netherlands

Email: [consumenten@kifid.nl](mailto:consumenten@kifid.nl)

Phone: +31 70 333 8 999

Website: <https://www.kifid.nl/>

## Spain

### Complaint Service Department of the Bank of Spain

Address: Alcalá 48 28014 Madrid, Spain

Phone number: (34) 91 338 8830

Website: <https://clientebancario.bde.es/pcb/es/>

## EU Online Dispute Resolution Rules

In addition to the above, you also have the right to make a complaint via the EU online dispute resolution platform Under EU Online Dispute Resolution Rules (Regulation 524/2013). More information can be found [here](#).