

## **Complaints Handling Procedure**

### **How to make a complaint**

If you'd just like to speak to someone about an issue that's concerning you, please contact us through the Revolut app. We can usually settle matters quickly through the app. You'll probably need to give us the information below.

If you prefer you can make your complaint using [our online form](#). Or you can email us at [formalcomplaints@revolut.com](mailto:formalcomplaints@revolut.com) either as a free form email or by completing this [form](#).

You'll need to tell us:

- your name and surname;
- the phone number and email address associated with your account;
- what the issue is;
- when the problem arose; and
- how you'd like us to put the matter right.

Complaints are filed free of charge. We'll look into your complaint and respond to you by email. We will communicate with you in English, unless we tell you otherwise. If you request for our communication to be in an official language of the EEA, we will communicate with you both in that language and in English.

Irrespective of the above, you always have the right to apply to any competent court if you think we have breached the law.

### **If you're unhappy with our service, we'll try to put things right**

We always do our best, but we realise that things sometimes go wrong. If you have a complaint, please contact us. We will accept and consider any eligible complaint sent by you to us. Our final response to your complaint, or a letter explaining why the final response has not been completed, will be provided to you within 15 calendar days after your complaint has been made, and in exceptional circumstances, within 2 months (and we will let you know if this is the case).

### **Out of court dispute resolution authority for complaints related to processing of personal data**

You have the right to make a complaint to the Office of the Commissioner for Personal Data Protection, the Cyprus supervisory authority for data protection issues.

You can find more information on their [website](#).