

## Code of Conduct for handling customers' complaints

At Revolut we're keen to handle and resolve your complaints promptly and fairly. To ensure that complaints are properly handled, we have a specific structure within Revolut with the appropriate technical resources, responsible for investigating your case and following it through.

The process will include all the necessary steps to ascertain the facts, in order to identify possible damages, and our position on each case will be formally communicated to you and all communications will be accessible to the supervisory bodies, if needed.

Despite raising a complaint to us, you're always entitled to raise a complaint through the below channels.

Our Complaints Policy described below includes the internal mechanisms and procedures for complaints handling and are set out in our internal rules and procedures as well.

Our analysis and handling of complaints plays a key role in our relationship with customers, and is an important tool in detecting situations that need corrections or improvements in order to ensure the transparency, rigour, and care for which we are guided, and which we aim to embed our practices and procedures.

The specific process for registering and handling complaints is set out in this document, which is accessible to all our customers and is guided by this code of conduct in the relationship with customers.

## 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 this way. You'll probably need to give us the information below.

If we have not been able to resolve your issue and you would like to make a complaint, you can do so:

- a) Via our [online form](#)
- b) By emailing us at [reclamacoes@revolut.com](mailto:reclamacoes@revolut.com)

You'll need to tell us:

- Your name, surname, and address of the interested party and, if applicable, of the person representing him/her, duly accredited; National Identity Card number for natural persons and data referring to public registry for legal entities
- The phone number and email address associated with your account

- Reason for the complaint
- You shall provide documentary evidence supporting your complaint
- How you'd like us to put the matter right
- Place, date and signature

We'll look into your complaint and respond to you by email. We will communicate with you in Portuguese. Irrespective of the above, you always have the right to approach the out of court dispute resolution authorities mentioned below in relation to any complaint about our service. You also 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 acknowledge receipt of your complaint within one business day of us receiving your complaint (unless we have already resolved your complaint to your satisfaction). We will provide you a case reference number that you can use in relation to your complaint until it is resolved or cannot be progressed any further.

Our final response to your complaint or a letter explaining why the final response has not been completed and an estimated date to provide the final reply, will be provided to you within 15 business days after your complaint is made. In any case, the deadline for receipt of the final reply shall not exceed 35 business days.

## Out of court dispute resolution authority for complaints related to financial services

You can always refer your complaint to the relevant authority. If you are a Portuguese customer and in case you are unhappy with credit regulated services provided by Revolut Bank UAB in Portugal and wish to lodge a complaint regarding the credit products you are entitled to submit your complaint by means of the following bodies:

### **1. E-Complaints Book ("Livro de Reclamações Electrónico")**

The E-Complaints Book is a digital platform where consumers and users can submit complaints related to a registered financial provider operating in Portugal.

Revolut Bank UAB is duly registered within the E-Complaints Book, thereby enabling any customer to lodge a complaint regarding credit products provided by Revolut

Bank UAB Portugal.

If you wish to lodge a complaint against Revolut Bank UAB please consider the below procedure:

- Submit your complaint by filling out the form at [e-Complaints Book platform](#)' ("Livro de Reclamações Eletrónico").
- We will be notified of your complaint together with our regulator, the Bank of Portugal.
- We will analyse your complaint and provide an answer within 15 business days to your email. We will also send our answer to our regulator, the Bank of Portugal.
- Please be aware that if necessary, the Bank of Portugal may seek clarifications or additional information from both Revolut Bank UAB or yourself.
- At this stage, the Bank of Portugal will analyse your complaint to cater for compliance with the rules governing the activity of credit institutions, financial companies, payment institutions, and electronic money institutions, offering banking products and services.

Afterwards, the Bank of Portugal offers the result of the analysis, conveying the conclusion it has reached to the complainant.

## **2. Bank of Portugal complaint form**

Our regulator, the Bank of Portugal, allows clients to submit their complaints directly to the Bank of Portugal by means of a:

- Letter addressed to the Bank of Portugal containing your complaint form duly filled and couriered to the following address: Banco de Portugal, Apartado 2240, 1106-001 Lisboa. You can find the form [here](#).
- Fill in and submit the [online complaint form](#).

If you wish to lodge a complaint directly to the Bank of Portugal, against Revolut Bank UAB please consider the below procedure:

- You must file the complaint clearly and in full, identifying the institution being complained of and your personal details as a complainant, and presenting the facts that motivate your complaint.
- the Bank of Portugal notifies the entities being complained of to send a copy of the letter to the complainant within 20 business days of receipt of the complaint.
- Where necessary, the Bank of Portugal may request the institutions concerned to provide further clarification.
- Afterwards, the Bank of Portugal offers the result of the analysis, conveying the conclusion it has reached.

When you wish to complaint to the Bank of Portugal through the E-Complaints Book or through the form mentioned above, you should take it account that the Bank of Portugal has no jurisdiction:

- If the matter of the complaint relates to investment funds and securities or to insurance and pension funds, you should contact the Portuguese Securities Market Commission (CMVM) or the Portuguese Insurance and Pension Funds (ASF), respectively.
- Related to the cordiality of staff at the supervised institutions.
- Related to issues of an exclusively contractual nature or in situations where the customer has incurred damages.
- The Bank of Portugal is not the supervisory authority over complaints regarding payment service providers operating in Portugal under the freedom of services (FoS), except for complaints related to credit products provided by Revolut Bank UAB

Following your complaint, the action to be pursued by the Bank of Portugal as financial regulator includes:

- Where irregularities are detected, the Bank of Portugal requires institutions or credit intermediaries to correct non-compliance and sanctions severe misconduct.
- However, in situations where the bank customer has incurred damages, the amount of compensation must be set by a third party, and the Bank of Portugal has no powers to order compensation for any damages that the bank customer may have incurred.
- The sanction that the Bank of Portugal applies to the institution or credit intermediary in case of severe misconduct is a fine that penalises the entity, but does not compensate for the loss that the customer may have suffered.

Compensation for damages may be sought through judicial courts or through out of court dispute resolution mechanisms.

### **3. ADR bodies**

You can always refer your complaint to ADR bodies in Portugal, where Revolut Bank UAB is duly registered in [Lisbon](#) and in [Porto](#), thereby enabling you to lodge a complaint regarding credit products provided in Portugal.

If you wish to lodge a complaint against Revolut Bank UAB please consider the below procedure, which is applicable to both ADR bodies:

- If you wish to refer your complaint to the ADR body in Lisbon, submit it [here](#). Or, alternatively, if you wish to refer your complaint to the ADR body in Porto, submit it [here](#).

- Once you submit your complaint, we will provide an answer to the ADR body with our standing on the complaint lodged. This is called the mediation phase.
- If we can't reach an agreement, there is an arbitration hearing in which witnesses can testify and the parties will bring to the Judge their views on the matter.
- Following the hearing, the parties are notified of the decision.

Please note that credit services are provided by Revolut Bank UAB head office but all the complaints related to credit products will be handled by the Bank of Portugal, to whom you may refer your complaint following the procedure mentioned above, as well as refer to the other bodies referred.

The contact details of our Financial Supervisor are the following:

### **Bank of Portugal**

- **Lisbon – Head office**

Opening Hours:

8.30 am to 3pm (weekdays)

- **Address**

R. do Ouro, 27 (1100-150 Lisbon)

- **Telephone**

213130000 (Opening hours: weekdays, from 8.30 am to 6pm)

- **Bank Customer Website**

<https://clientebancario.bportugal.pt/en/>

## Complaints about regulated services provided by Revolut Companies in the EU

Even if you're a customer of Revolut Bank UAB, certain services might be provided to you by other entities and its subsidiaries, such as Revolut Insurance Europe UAB or Revolut Securities Europe UAB:

- Insurance services provided by the Revolut Insurance Europe UAB
- Trading services provided by the Revolut Securities Europe UAB

Payment services are provided to you by Revolut Bank UAB, and the regulatory authorities in Lithuania, namely the Bank of Lithuania, are responsible for handling complaints regarding these services.

In case of regulated services (like payment services) provided by the Revolut Bank UAB, except for credit, Revolut Insurance Europe UAB or Revolut Securities Europe UAB, you can also refer your complaint to the Bank of Lithuania within one year of the date you sent us your complaint, if you made your complaint to us within three

months from the day when you found out or should have found out about the alleged violation of your rights or legitimate interests arising from agreement with us. In this case, the Bank of Lithuania would act as an out of court dispute resolution authority dealing with disputes between consumers and financial service providers authorised in the Republic of Lithuania. Examination of the complaint at the Bank of Lithuania is free of charge.

Their address is: Žalgirio str. 90, 09303 Vilnius, the Republic of Lithuania. You can find more information on their website.

## Complaints about unregulated services provided by the Revolut LTD (UK)

Revolut LTD might provide you with certain unregulated services, such as:

- Precious Metals
- Unregulated elements of the Stays product (booking process, property check-in and standard)
- Airport lounges
- SmartDelay
- Shops
- Rewards

As these services are not regulated by the Financial Conduct Authority, the Financial Ombudsman Service cannot get involved if you have a complaint.

## Complaints about trading services provided by Revolut Trading Limited

If we didn't meet your expectations, you may refer your complaint to the UK's Financial Ombudsman Service free of charge. You can find their contact details here: [Financial Ombudsman Service: our homepage](#).

You can also refer to their consumer leaflet, detailing further information here: Our consumer leaflet: '[Want to take your complaint further?](#)'.

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

You also have the right to make a complaint to the State Data Protection Inspectorate ("SDPI"), the Lithuanian supervisory authority for data protection issues. The address of the SDPI is: L. Sapiegos str. 17, 10312, Vilnius, the Republic of Lithuania; e-mail: [ada@ada.lt](mailto:ada@ada.lt). You can find more information on their [website](#).