

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. Piękna 20, 00-549 Warsaw, Poland

Email: [knf@knf.gov.pl](mailto:knf@knf.gov.pl)

Phone number: +48 22 262 50 00

Website: <https://www.knf.gov.pl/>

## **Hungary**

### **Hungarian Financial Arbitration Board**

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

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

Phone number: +36 80 203 776

Mailing address: Financial Arbitration Board H-1525 Budapest P.O. Box:172

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

Petition forms: <https://www.mnf.hu/en/hungarian-financial-arbitration-board/petition-and-other-forms/petition-form-and-power-of-attorney-sample>

### **Hungarian National Bank**

Address: Szabadság tér 8-9,1054 Budapest, Hungary

Customer service address: Krisztina krt. 6., 1122 Budapest, Hungary

Customer service mailing address: H-1534 Budapest BKKP P.O. Box: 777

Customer service email: [ugyfelszolgalat@mnf.hu](mailto:ugyfelszolgalat@mnf.hu)

Phone number: +36 80 203 77 6

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

Petition forms: <https://www.mnf.hu/fogyasztovedelem/penzugyi-panasz#formanyomtatvanyok>

## **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/>

## **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: <https://www.financialombudsman.org.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/>

### **Združenje Bank Slovenije – GIZ, Ljubljana**

Address: Šubičeva ulica 2, 1000 Ljubljana, Slovenija/ Slovenia

Phone: +386 (0)1 24 29 700

E-mail: [izvajalec.irps@zbs-giz.si](mailto:izvajalec.irps@zbs-giz.si)

Website: [IRPS](#) (in Slovenian); [ADR](#) (in English).

## **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/>

## **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>

## **Norway**

### **Norwegian Consumer Ombudsman (Forbrukertilsynet)**

Address: Postboks 2862 Kjørbekk, 3702 Skien

Email: [postmottak@forbrukertilsynet.no](mailto:postmottak@forbrukertilsynet.no)

Website: <https://www.forbrukertilsynet.no/>

## 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@ombudsfin.be](mailto:ombudsman@ombudsfin.be)

Phone: +32 2 545 77 70

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

## Italy

### **ABF - 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/>

### **AAS - Insurance Ombudsman**

Address: Via del Quirinale 21, 00187 Rome, Italy

Email: [to be updated as it's not available in AAS [website](#) yet]

Phone: 800 486661

Website: <https://www.arbitroassicurativo.org/homepage/index.html>

### **ACF - Ombudsman for Financial Controversies**

Address: Via Giovanni Battista Martini 3, 00198 Rome, Italy

Email: [acf@pec.consob.it](mailto:acf@pec.consob.it)

Phone: 06 8477850

Website: <https://www.acf.consob.it/>

### **Mediation Organisms pursuant to Legislative Decree No. 28/2010**

National Register:

<https://mediazione.giustizia.it/ROM/ALBOORGANISMIMEDIAZIONE.ASPX>

## **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

P.O. Box 103, 00101 Helsinki

Phone: +358 9 183 51

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

### **Finnish Competition and Consumer Authority**

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

Phone: +358 29 505 3000

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

### **Consumer Disputes Board of Finland**

Address: Unioninkatu 16, 00130 Helsinki

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/>

## **Switzerland**

### **Finanzombudsstelle Schweiz (FINOS)**

Address: Talstrasse 20, 8001 Zurich, Switzerland

Phone number: +41 44 552 08 00

Website: <https://www.finos.ch/?lang=en>