

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Iceland

Consumer Agency

Address: Neytendastofa I Borgartúni 21, 105 Reykjavík, Iceland

Email: 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

Phone: +423 220 20 00

Website: 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

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

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

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

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

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

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

Sweden

National Board for Consumer Disputes

Address: Box 174, 101 23 Stockholm, Sweden

Email: 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

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

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

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

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

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

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

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>

You can also submit a complaint by using the network of national organisations responsible for settling consumers' complaints in the area of financial services out of court (FIN-NET). You need to download and fill in the [FIN-NET form for cross-border complaints](#). You can also directly contact any FIN-NET member and ask them for guidance. Find [contact information for all the members in each country](#).