

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.

Please note that this list can only be used for complaints related to services directly provided by Revolut Bank UAB and its branches. Services provided by other Revolut Group entities are out of scope.

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: 4 Totoriu str, LT-01121, Vilnius, Lithuania

Email: info@lb.lt

Phone: +370 800 50 500

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

Luxembourg

Bank of Lithuania

Address: 4 Totoriu str, LT-01121, 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: 4 Totoriu str, LT-01121, 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

Bank of Lithuania

Address: 4 Totoriu str, LT-01121, Vilnius, Lithuania

Email: info@lb.lt

Phone: +370 800 50 500

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

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](#).