

File a complaint

Full name of the customer: *

Customers residence address: *

Phone number:

Telefax:

E-mail: *

First and last name, address of residence of the legal representative or proxy of the beneficiary:

The business name, headquarters and address of which the customer objects: *

Description of the disputed relationship, time and place of its occurrence:

Date and place: *

Note: the customer must provide following files with the complaint:

- a complaint previously submitted by the customer to the service provider;
- the response of the service provider to the customer's objection, if delivered to the customer;
- a photocopy of the contract concluded with the provider whose object the customer objects to, if possible;
- a photocopy of other documents regarding the terms of use of the financial service on the occasion of the disputed relationship, if possible;
- and other available evidence that can support the allegations in the complaint and the facts described in the notice or complaint.

Note: Objection documentation can be submitted in a photocopy that does not need to be certified.

Note: An objection to the Agency may be lodged within six months from the date of receipt of the service provider's response or from the expiry of the 30 days prescribed for the service provider's response.

Note: The procedure is free of charge.