

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@mnbb.hu

Phone number: +36 80 203 776

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

Hungarian National Bank

Address: Szabadság tér 9, 1054 Budapest, Hungary

Email: info@mnbb.hu

Phone number: +36 1 428 2600

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

Bulgaria

Payment Disputes Conciliation Committee

Address: 1 Vrabcha Str, fl. 4, 1000, Sofia, Bulgaria

Email: anticorruption@kzpb.bg

Phone number: +359 2 933 05 77

Website: <https://abanksb.bg/pkps/>

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/>

Latvia

Ombudsman of the Latvian Finance Association

Address: Doma laukums 8A-6, Riga LV-1050, Latvia

Email: ombuds@financelatvia.eu

Phone number: +371 67284562

Website: <https://www.financelatvia.eu/en/ombudsman/>

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: <http://www.financialombudsman.gov.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/>

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/>

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/>

Federal Ministry for Digital and Economic Affairs

Address: Bürgerservice, Stubenring 1, 1010 Vienna, Austria

Email: service@bmdw.gv.at

Phone: +43 800 240 258

Website: <https://bmdw.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

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 Financial Services Complaints Board

Address: Finansklagenemnda, P.O.Box 53 Skøyen, 0212 Oslo, Norway
Email: post@finkn.no
Phone: +47 23 13 19 60
Website: <https://www.finkn.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/>

Ombudsman for Insurance

Address: Square de Meeûs 35, 1000 Brussels, Belgium
Email: info@ombudsman.as
Phone: +32 0 2 547 58 71
Website: <https://www.ombudsman.as/fr>

Italy

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/>

Finland

Finnish Financial Supervisory Authority

Address: Snellmaninkatu 6, Helsinki, Finland

Phone: +358 9 6850 120

Website: www.fine.fi

Finnish Consumer Ombudsman (The Finnish Competition and Consumer Authority)

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

Phone: +358 29 505 3050

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

Consumer Disputes Board of Finland

Address: Hämeentie 3 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/>

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/>

EU Online Dispute Resolution Rules

In addition to the above, you also have the right to make a complaint via the EU online dispute resolution platform Under EU Online Dispute Resolution Rules (Regulation 524/2013). More information can be found [here](#).