

COMPLAINTS HANDLING POLICY

Revolut Bank S.A.

How to File a Complaint

If you'd simply like to speak with someone about an issue that's concerning you, please contact us through the Revolut app. We can usually resolve issues quickly through the app. You'll likely need to provide us with the information below.

If you'd like to file a complaint, you can send us an email at formalcomplaints@revolut.com.

You'll need to provide us with:

1. Your first and last name;
2. The phone number and email address associated with your account;
3. The nature of the issue;
4. When the issue occurred; and
5. How you would like the issue to be resolved.

We will review your complaint and respond via email. We will communicate with you in English or French, unless we specify otherwise.

Notwithstanding the foregoing, you always have the right to contact the alternative dispute resolution authorities listed below regarding any complaint about our services. You also have the right to bring a claim before any competent court if you believe we have violated the law.

If you are not satisfied with our services, we will try to resolve the issue

We always do our best, but we recognize that things don't always go as they should. If you have a complaint, please contact us. We will accept and review any complaint you submit to us. A final response to your complaint, or a notice explaining why a final response could not be provided, will be given to you within 15 business days of receiving your complaint, and in exceptional circumstances, within 35 business days (we will notify you if such circumstances arise).

Competent Alternative Dispute Resolution Body for Complaints Regarding Our Services

If the response you received from us did not lead to a solution that satisfies you, or if no response is provided within 35 days, you may file a complaint free of charge with the Ombudsman of the French Association of Financial Companies ("ASF").

Any individual customer acting for personal, non-business purposes may file a complaint with the ASF Mediator. The Mediator will respond to you independently and fairly in accordance with the mediation charter available on their website.

A case may be filed online via the [dedicated website](#) or by mail at the address below:

To the ASF Ombudsman
75854 PARIS CEDEX 17

To learn more about the mediator, visit the [dedicated website](#).

Please note that you must file a complaint with the ASF Mediator within one year of the date on which you submitted your written complaint to us.

Out-of-Court Dispute Resolution Authority for Complaints Related to the Processing of Personal Data

You have the right to file a complaint with the Commission Nationale de l'Informatique et des Libertés ("CNIL"), the French authority responsible for personal data protection.

You can contact the CNIL via its [online form](#) or by mail at the following address:

Commission Nationale de l'Informatique et des Libertés
3 Place de Fontenoy
TSA 80715
75334 PARIS CEDEX 07

You can find more information on its [website](#).