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## Making a complaint

If there is a dispute you should first contact your provider of financial services to seek explanations and ways of solving the problem. The nature of the problem and possible solutions to it can be discussed over the telephone, but there will probably be greater clarity if you contact the financial institution in writing. If a problem arises you should contact your financial institution as soon as possible.

If the service provider is unable to help you resolve the problem or you do not get sufficient explanation from them, you can get independent advice and explanations by contacting Finantsinspektsioon.

Finantsinspektsioon will provide an answer to a complaint without undue delay but not later than within 15 calendar days after the date of its registration. Under special circumstances (e.g. based on the complexity of the response), the deadline may be extended.

### How do I make a complaint?

To make a complaint, please write to Finantsinspektsioon with the following information:

- The name and surname and contact details of the person making the complaint.
- If the complaint is being made through a representative, the name and contact details of the representative and a document of authorisation.
- Contact details of the service provider.
- The date you submitted the complaint.
- A description of the shortcoming or error and the time the problem occurred.
- A clear statement of what you are demanding from to the service provider.
- If applicable, a reference to documentation confirming the transaction, with a copy attached to the complaint.
- A copy of any exchange of correspondence with the service provider.

If you attach all of these details, it will help us to understand the issue better, and so to resolve it faster.

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## Person submitting the complaint

Name and surname

Name

Surname

Telephone number

Email

Name and surname of representative

Name

Surname

Telephone number of representative

Email of representative

Add a document showing right of representation

One file only.

64 MB limit.

Allowed types: gif, jpg, png, bmp, eps, tif, pict, psd, txt, rtf, html, odf, pdf, doc, docx, ppt, pptx, xls, xlsx, xml, avi, mov, mp3, ogg, wav, bz2, dmg, gz, jar, rar, sit, svg, tar, zip.

## What was the problem and who was the service provider

What was the shortcoming or error?

On what date did the problem arise?

Please describe clearly what you are demanding from the service provider

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If you want, you can add a file as evidence to back your complaint

One file only.

64 MB limit.

Allowed types: gif, jpg, png, bmp, eps, tif, pict, psd, txt, rtf, html, odf, pdf, doc, docx, ppt, pptx, xls, xlsx, xml, avi, mov, mp3, ogg, wav, bz2, dmg, gz, jar, rar, sit, svg, tar, zip.

Please attach a copy of any exchange of correspondence with the service provider

One file only.

64 MB limit.

Allowed types: gif, jpg, png, bmp, eps, tif, pict, psd, txt, rtf, html, odf, pdf, doc, docx, ppt, pptx, xls, xlsx, xml, avi, mov, mp3, ogg, wav, bz2, dmg, gz, jar, rar, sit, svg, tar, zip.

## **Consent to contact the service provider about the complaint**

I consent that the service provider may be contacted about my complaint

Granting this consent lets Finantsinspeksioon send client data to the service provider to make enquiries to it in order to get further explanations about the complaint.

Leave this field blank

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