

Information document of the European Commission regarding the rights of payment service users

Any disputes between you - the consumer and PES – Peněžní expresní service, s. r. o. as a payment service provider can also be settled out of court, through the Financial Arbiter.

The Financial Arbiter is the subject of out-of-court settlement of consumer disputes in the offer and provision of payment services and its scope is defined by Act No. 229/2002 Coll., On Financial Arbiter. The financial arbitrator's scope includes, among other things, the settlement of disputes about misuse of payment instruments, disputes about the execution of a payment transaction without the consent of the payment service user, or resolving disputes in the event of disagreement with the handling of the complaint or complaint.

You can contact the Financial Arbitration Office in the following ways:

- in person or by post at Legerova 1581/69, 110 00 Praha 1
- by phone + 420 257 042 070
- by e-mail at arbitr@finarbitr.cz
- via data box with ID qr9ab9x

You can find more information about out-of-court dispute resolution through the Financial Arbiter on the Financial Arbitrator's website www.finarbitr.cz .