

## Complaints and grievances

In the event of dissatisfaction with the services or products provided, the Consumer is entitled to claim or complain about the service or product.

Information on complaints and complaints procedures is provided in the **Complaints Procedure**, which is located at [www.prevodpenez.cz](http://www.prevodpenez.cz).

In the event of a dispute between the client and the Company, the client has the right to address his complaint directly to the relevant state or other non-judicial body supervising the area:

Financial Arbitrator of the Czech Republic, Legerova 1581/69, 110 00 Praha 1, Tel .: +420 257 042 070, e-mail: [arbitr@finarbitr.cz](mailto:arbitr@finarbitr.cz), [www.finarbitr.cz](http://www.finarbitr.cz), data box ID: qr9ab9x.

Czech Trade Inspection Authority, Štěpánská 567/15, 120 00 Prague 2, Tel .: +420 296 366 360, [www.coi.cz](http://www.coi.cz), data box ID: x7cab34.

Czech National Bank, Na Příkopě 28, 115 03 Praha 1, Tel .: +420 224 411 111, e-mail .: [podatelna@cnb.cz](mailto:podatelna@cnb.cz), [www.cnb.cz](http://www.cnb.cz), data box ID: 8tgaiej.

Office for the Protection of Personal Data, Pplk. Sochora 27, 170 00 Prague 7, Tel .: +420 234 665 111, e-mail: [posta@uouu.cz](mailto:posta@uouu.cz), <https://www.uouu.cz>, data box ID: qkbaa2n.