

Complaints Procedure

OUR AIM

It is our main objective to offer satisfactory assistance to all our users. We are generally able to find a rapid solution to the queries that we receive; therefore we kindly ask you to contact us as soon as possible.

If you are a **private user**, you can contact us through the App or writing to support@satispay.com.
If you have a **Business account**, you can write to business@satispay.com.

If you think that your query has not been fully solved, you can send a formal complaint to complaints@satispay.com.

WHAT IS NECESSARY TO WRITE A COMPLAINT IN ORDER TO FULLY HELP YOU

- Your personal details or the ones of your Company;
- What you think hasn't worked properly;
- What you think should be done to solve your problem.

OUR COMMITMENT TO SOLVE YOUR QUERY

- Your complaint will be forwarded to the competent Department;
- We will contact you as soon as we have more information about how we can solve your query;
- Your query will be dealt with professionally and in an unbiased way;
- We will solve your query as soon as possible, making sure that it will be done in less than 10 working days and in any case within 15 working days starting from the date of your query;
- More time could be necessary to solve more complex problems and we could ask you more necessary information to solve the situation. In these exceptional circumstances you will be informed about the reasons of the delay and you will receive an answer within a month;
- You will be updated during the whole solving process;
- Once the query has been solved we will analyse what went wrong and take it into consideration for the future in order to improve our service.

IF YOU ARE NOT SATISFIED WITH OUR ANSWER TO YOUR QUERY

If you think that we haven't taken into consideration all your problems and you want to give us more information, **let us know and we will analyse it once more.**

If the final result still doesn't satisfy you, you can write directly to the CSSF. In any case, you will have the right to ask the CSSF to go through your complaint, if we have not been able to solve your query within a month from your contact.

The CSSF contact details are:

- Commission de Surveillance du Secteur Financier - 110, route d'Arlon- L-1150 Luxembourg;
- Phone: (+352) 26 25 1 – 1 / Fax: (+352) 26 25 1 – 601;
- Email: reclamation@cssf.lu
- Website: <https://www.cssf.lu>