

Information about the possibility to file a complaint

Please be advised you may file a complaint as follows:

1. in written form:
 - a) at a Branch of the Bank during its business hours or in a letter sent to the following address: Citi Handlowy, Biuro Obsługi Reklamacji i Zapytań Klientów [Customer Complaint and Inquiry Office], ul. Goleszowska 6, 01-260 Warszawa 42;
 - b) via Citibank Online after logging and going to the “Contact” tab or sending a message to the Bank’s email address listybh@citi.com, or to the Electronic Delivery Address of the Bank AE:PL-51087-16873-WFBWS-31;
2. in oral form – made by phone or personally for the record during the Customer’s visit at a Bank Branch;

The up-to-date contact details for submitting complaints are available on the Bank’s website.

Should the claims included in the complaint be rejected, you may:

- a) submit a request for consideration of the matter to the Financial Ombudsman in accordance with the rules stipulated in the Act of 5 August 2015 on the handling of complaints by financial market operators, on the Financial Ombudsman and on Financial Education Fund to the following address: ul. Nowogrodzka 47A, 00-695 Warszawa (Warsaw), via ePUAP: /RzecznikFinansowy/domyslna or to the Electronic Delivery Address AE:PL-82898-28814-BHBGA-15,
- b) bring your claims before the court,
- c) resolve the dispute under an out-of-court procedure by filing a request with:
 - the Banking Ombudsman of the Polish Bank Association, in accordance with the Rules of Procedure of the Banking Ombudsman Service (Regulamin Bankowego Arbitrażu Konsumenckiego), where the value in dispute is not higher than PLN 12,000,
 - the Arbitration Court of the Polish Financial Supervision Authority in accordance with the Rules of Procedure of the Court.