

Complaint Flyer (LU)

Do you think we can improve our services?

We are here to help you

If you have questions, you can first consult our frequently asked question (FAQ):

<https://payconiq.lu/fr/faq>

Do you have a complaint?

Our FAQ page is not what you need? Do you just want to share your feedback or make suggestions? Get in touch with our support team:

	Private users	Professionals
By e-mail	Bank's contact:	sales@payconiq.com
By phone	https://payconiq.lu/en/contact-us	(+352) 26 37 36

We take your feedback seriously and work hard to give you a great customer experience. If, however, you're unsatisfied with our services, our actions or lack of responsiveness, you can raise a complaint.

Please include:

- your full contact details,
- a detailed description of your issue in French, German or English.
- the damage you've suffered, and
- any document or evidence that can support your complaint.

We will confirm that we received your complaint by email, within 10 days. We will do our best to resolve your complaint within 1 month. In case we need more time, we will always let you know.

Send your complaint by e-mail at complaints@payconiq.com

For questions, feel free to call us at (+352) 26 37 36.

You can also send us a letter at:

Payconiq International SA
9-11, rue Joseph Junck
1839 Luxembourg, Luxembourg

Not happy with how we dealt with your complaint?

If you've already sent a complaint and you're not satisfied with its resolution, you can ask for an out-of-court complaint resolution with the CSSF (the financial regulator in Luxembourg), in one of these languages: English, French or German.

Commission de Surveillance du Secteur Financier
Département juridique CC
283, route d'Arlon
L-2991 Luxembourg
reclamation@cssf.lu

You can find out more about it here: <https://www.cssf.lu/en/customer-complaints/>