



BANK OF THE FREE

Formal Complaint Procedure

Version 3

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Got a formal complaint?

We strive to give you the best possible service and we take your feedback seriously. If you wish to make a formal complaint, you can (i) email us at support@bunq.com with a subject line containing “Formal Complaint” or (ii) use our [website form](#).

It's our aim to solve your issue within 7 business days, but it could take up to 6 weeks from confirming we've received your complaint. You can also visit our [Together topic](#) on formal complaints.

If you're not satisfied with the way we handled your complaint, you can submit your complaint to the Klachteninstituut Financiële Dienstverlening (Kifid) within 3 months after going through our procedure. Kifid is an independent organization that handles complaints about financial products and services. You can read more on their website, at www.kifid.nl.