

## Complaints Notice of BankBee

BankBee is committed to providing great service to our Customers. However, we encourage you voicing any concerns if you are dissatisfied with our service.

You can contact us and outline the nature of your complaint in the following ways:

Email us at [complaints@bankbee.hu](mailto:complaints@bankbee.hu)

Call our Support Team at +361 987 67 40 (each business day 9AM - 6PM)

Write us to BankBee Payment Plc., 19, Ady Endre street, Budapest, postcode 1024, Hungary

Once you have contacted us with a formal complaint, we will try to resolve the issue immediately.

If the matter cannot be reasonably solved within 3 business days, a dedicated manager will contact you regarding the complaint by sending you an acknowledgement and outline the next steps and a deadline when a resolution might be expected.

We will do our best to investigate and solve your complaint with a final decision in writing within 15 business days upon receipt of the initial complaint.

We will do our best to find a positive outcome. If the result is not satisfactory, you may be eligible to refer your complaint to the Financial Ombudsman Service.

Please see <https://www.mnb.hu/web/en> for further information or contact the Financial Ombudsman Service:

Magyar Nemzeti Bank, 1054 Budapest, Szabadság tér 9.

Helpline: +36 (1) 429 8000

Email: [info@mnb.hu](mailto:info@mnb.hu)