

Filing a complaint against AS LHV Pank

Data of person filing the complaint

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

1. BRIEF DESCRIPTION OF THE COMPLAINT

- Kindly describe the circumstances related to your complaint specifically and as precisely as possible.
- If possible, describe the service about which the complaint is being filed (designation of the service provided by LHV Pank), the date on which the event occurred and the name of the employee of LHV Pank if in the opinion of the complainant dissatisfaction was due to an employee of LHV Pank.

2. REQUESTS OR SUGGESTIONS OF THE PERSON FILING THE COMPLAINT

- A filed complaint will be processed immediately. The maximum term for replying to complaints is 15 days in case of clients who are consumers or 30 days in other instances.
- If a complaint cannot be resolved within the above time limit due to its complexity or for other compelling reasons, LHV Pank will notify the complainant about the reasons for the delay and about an extended time limit for replying, using the contact details above. By signing the complaint, the complainant certifies that he or she is aware of the consequences that will follow from the submission of any false information (including contact details).
- If LHV Pank does not resolve this complaint in a manner acceptable to the complainant, the complaint will be resolved by the Consumer Complaint Committee of the Consumer Protection Board or a court if the complainant is a consumer. A court action between the parties will be settled in Harju County Court. A consumer filing a complaint may also file a complaint according to her or his place of residence. A client may also file a complaint about the operations of LHV Pank with the Financial Supervision Authority, Sakala 4, Tallinn 15030, phone: 6 680 500, e-mail: info@fi.ee.

I WOULD LIKE TO RECEIVE A REPLY VIA THE FOLLOWING CHANNELS

BY E-MAIL

BY TELEPHONE

Confirmations

NAME AND SIGNATURE OF THE COMPLAINANT

NAME AND SIGNATURE OF THE LHV BANK'S REPRESENTATIVE