



Hellenic Ombudsman
for Banking-Investment Services

1, Massalias Street, 10680 Athens, P.O. Box 9166, 10032 Athens 10440, +30 210 3376700
 fax +30 210 3238821
 info@hobis.gr, www.hobis.gr

COMPLAINT FORM

TO THE HELLENIC OMBUDSMAN FOR BANKING – INVESTMENT SERVICES

1. PERSONAL DETAILS (Please write in BLOCK LETTERS)

Name	Surname	Father's Name
I.D. Number /Passport Number - Country		Tax Registration Number
Address (street number, street, city, postcode, country)		
Telephone Number	fax	e-mail

1α. BUSINESS DETAILS (Please write in BLOCK LETTERS)

Company's name		Tax Registration Number
G.E.MI. (General Commercial Registry) Number		
Address (street number, street, city, post code, country)		
Telephone Number	fax	e-mail
Is your company's annual turnover less than 1,000,000 euro?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<i>Please fill in the legal representative's details in field 1. PERSONAL DETAILS above.</i>		
<i>Also, please attach the representative's legalization documents and proof of the annual turnover for last financial year. .</i>		

2. PERSONAL DETAILS OF AUTHORIZED REPRESENTATIVE (Please write in BLOCK LETTERS)

(Please also attach a written authorization, with your signature certified by a public authority. A printable authorization form is found on www.hobis.gr).

Name	Surname	Father's Name
I.D. Number/ Passport Number - Country		Tax Registration Number
Address (street number, street, city, postcode, country)		
Telephone Number	fax	e-mail

3. DETAILS OF THE BANK OR INVESTMENT COMPANY YOUR COMPLAINT IS ABOUT

Name:	
Branch:	

4. OTHER DETAILS (Please tick the appropriate box)

		YES	NO
1	Have you taken up your complaint with the bank or investment company? If yes, when? /...../.....		
2	Did you receive a written reply? <i>If yes, please attach</i>		
3	Has the complaint in question been subject to judicial proceedings?		
4	Have you contacted another ADR scheme in order to resolve your complaint? If yes, which one?		

5. COMPLAINT DESCRIPTION

(If you need more space to describe your complaint, continue on another sheet of paper and attach it to this Complaint Form.)

6. YOUR REQUEST TO H.O.B.I.S./ PROPOSAL FOR DISPUTE RESOLUTION

7. ATTACHED DOCUMENTS in copy - CHECK LIST

	DOCUMENT TYPE	Please tick the box <input checked="" type="checkbox"/>
1	I.D. card or valid passport	
2	If you are a company, the legal representative's legalization documents and proof of the annual turnover for last financial year	
3	If you have authorized a third party to represent you, a written authorization with your signature certified by a public authority. (A printable authorization form is found on www.hobis.gr)	
4	Written bank or investment company reply and relevant correspondence	
5	Relevant documents (contracts, account statements, transaction documents, etc.)	
6	Other proof of your claim	





8. HOW DID YOU FIND OUT ABOUT H.O.B.I.S.?.....

9. DECLARATION / AUTHORIZATION

- I declare that the content of this Complaint Form and of the submitted documents is true and that I agree to receive information on any of the addresses stated above (1, 1a & 2) (postal, e-mail or fax).
- I consent to H.O.B.I.S. handling this dispute according to the procedure described on the website www.hobis.gr, of which I am informed.
- In the context of the examination of this dispute, I authorize H.O.B.I.S. to request and obtain, on my behalf, from the bank or investment company involved, the necessary information and personal data, for the provision of which I expressly give my consent and to provide relevant information and documents to the bank or investment company involved.

10. INSTRUCTIONS - CLARIFICATIONS

- ▶ Please print this Complaint Form, fill it in and sign it.
- ▶ It is necessary to provide the above documents (CHECK LIST).
- ▶ If the complaint concerns more than one person (e.g. joint account, co-debtors) they also must fill in their personal details and sign the Complaint Form.
- ▶ We inform you, pursuant to article 11 of Law 2472/97, that personal data is being processed, with the purpose of mediating for out-of-court dispute resolution, with banks and investment companies as recipients, to which you have the right to access and object.
- ▶ Detailed information on H.O.B.I.S. procedure can be found at www.hobis.gr.
- ▶ If you have any questions, please call us on 10440 (local charge) or +30 210 3376700.
- ▶ You can submit the Complaint Form and the attached documents to H.O.B.I.S.:

 by e-mail, as scanned documents, info@hobis.gr	 by fax +30 210 3238821	 by post: 1, Massalias Street 106 80 Athens, Greece or P.O. Box 9166, 100 32 Athens, Greece	 by visiting our office: 1, Massalias Street, Athens, Greece
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CITY:

DATE:/...../.....

SIGNATURE(S):