

 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](http://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

G.E.MI. (General Commercial Registry) Number Tax Registration 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 ⬜ NO ⬜

*Please fill in the legal representative’s details in field 1. PERSONAL DETAILS above.*

*Also, please attach the representative’s legalization documents and proof of the annual turnover for last financial year. .*

**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*](http://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? *If yes, please attach* |  |  |
| 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 🗹* |
| 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](http://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 concent to H.O.B.I.S. handling this dispute according to the procedure described on the website [www.hobis.gr](http://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](http://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****iFax.png +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** |

**CITY:** …………………………..

**DATE:** …..…/………/………..

**SIGNATURE(S):**