



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 contact us at support@bunq.com.

It's our aim to solve your issue within 1 week, but it could take up to 6 weeks.

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 organisation that handles complaints about financial products and services. You can read more on their website, at kifid.nl