



Got a formal complaint?

We're always active on together.bunq.com, where our users share ideas, experiences and questions. For private matters, you can reach us via support chat in the bunq app, by tapping *Together* and then *Private Matters*.

We strive to give you the best possible service and we take your feedback seriously. 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