

# The Complaints Committee on Transactions with Financial Firms

Financial Supervisory Authority · Katrínartún 2 · 105 Reykjavík · Tel: 520 3700

Information filled in by the Office of the Complaints Committee:  
Date of receipt: Case no.:

## Complaint to the Committee

### 1. Information on the complainant.

Full name:	ID no.:
Address:	
Area code:	City/Town:
Tel. (home):	Tel (work):
Email for communication with the committees assistant:	

### 2. Receipt of complaints and submission fee.

A complaint must be submitted in written form to the Committee.

Complaints are not accepted unless the submission fee is paid.

The bank information is: (contact your bank with further information on transaction)

Bank: Íslandsbanki hf.

Address: Kirkjusandi, 155 Reykjavík

IBAN nr. IS680526260004025412983209

SWIFT code: GLITISRE

Owner: Fjármálaeftirlitð

Address: Katrínartún 2, 105 Reykjavík

Submission fee:

Individual: ISK. 5.000.-.

Individual owning a private enterprises with a complaint related to the business: ISK. 15.000.-.

Legal entity: ISK. 30.000.-.

The submission fee is refunded if the claim of the petitioner is accepted partially or in full.

### 3. Financial undertakings and settlement initiatives.

The Complaints Committee only deals with cases where a financial undertaking has rejected the claim of a customer or a settlement has not been reached within four weeks of the customer putting the case before the financial undertaking.

Name of financial undertaking:	Branch:
When the customer put forth his/her complaint or when it was rejected:	

#### **4. Claims**

State the claim clearly, such as the amount of the claim, interest, costs, acknowledgement of rights, release from obligation or other, as applicable:

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#### **5. Complaint.**

What is the complaint (summary)?

Substantiation for the complaint:

List of supporting documents:

Comments (if any):

The undersigned consents to the financial undertaking providing the Committee with all documentation pertinent to the case and authorizes the Committee to obtain information from parties who have been involved in the case due to their professional knowledge.

.....  
(Date)

.....  
(Signature)