



1-A. Personal details of the person lodging the complaint

Name and surname

Passport/identity card*

Correspondence address

Postcode Country

Contact telephone number E-mail address

Account number/s (to which the complaint relates)

1-B. Personal details of the representative (if applicable)

Name and surname

Passport/identity card*

Correspondence address

Postcode Country

Contact telephone number E-mail address

Copy of the representative's power of attorney

* Attach photocopy

2. Branch office related to the complaint

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3. Preferred method of reply

E-mail Postal mail

4. Bank product or service that is the subject of the complaint

Loans and credits Cheques or promissory notes

Mortgage loans Direct Debit payments

Deposit certificates Bills of exchange

Cash machines Transfers

Customer service Investments

Cards Other (specify)

5. Brief description of the complaint

(please specify the date and circumstances that gave rise to your complaint and provide supporting documents)

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6. Amount of the complaint (If applicable)

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7. Supporting documents provided

- Copy of contracts
- Copy of transactions
- Other documents (please provide details below)

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The person lodging the complaint hereby states that the matters raised in this complaint have not been in litigation before the courts of justice of the Principality of Andorra and are not pending before an Andorran administrative body. If the complaint has been filed with a branch office of the Crèdit Andorrà, S.A. network, the customer acknowledges that they have received a copy of this document duly stamped by the branch office.

If the complaint has been filed by a representative of the person lodging it, only the contact details of the representative will be taken into account.

All the fields in this document are mandatory. If the person lodging the complaint wishes to send their complaint by post, they should do so to the following address:

Crèdit Andorrà, SA
Servei de Reclamacions
Av. Meritxell, 80, AD500, Andorra la Vella

....., on

Signature of the person lodging the complaint

If the complaint is filed with a branch office of Crèdit Andorrà, S.A., please specify:

Employee name:

Employee signature:

Date of receipt of the complaint:

Stamp of the branch office receiving the complaint:

Disclaimer

In accordance with Act 15/2003 relating to the protection of personal data, please note that the personal data collected in this document will be stored in a database owned exclusively by Crèdit Andorrà, S.A. for processing purposes. All the requested data are necessary to process your complaint and contact you. However, please note that you have the right to access, amend, delete or oppose the use of your personal data by sending a written notice directly to Crèdit Andorrà, S.A., by e-mail at info@creditandorra.ad or by postal mail at Av. Meritxell, 80, AD500, Andorra la Vella.