**Úrskurðarnefnd um viðskipti við fjármálafyrirtæki**

Guðrúnartún 1, 105 Reykjavík, email: fjarmal@nefndir.is

Information filled in by the Office of the Complaints Committee

Móttökudagur: Númer máls:

**Complaint to the Committee:**

Information on the complainant

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| --- |
| Full name and ID: |
| Address: |
| Telephone and email address: |
| Name and email if assist – if other than the complainant:  |

**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:**

**Arion banki hf. Banknr.: 0370-26-030321 og IDnr.: 450122-0250**

**IBAN nr.** IS440370260303214501220250

**SWIFT CODE** ESJAISRE

**Submission fee:**

1. Individual: 10.000 ISK.
2. Individual owning a private enterprise with complaint related to the business: 25.000 ISK.
3. Legal entity: 50.000 ISK.

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

**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.

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

**Claims:**

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

**Complaint:**

|  |
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| What is the complaint (summary)? |

**List of supporting documents:**

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|  |

**Comments (if any):**

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| 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 and signature:** |