

Centrale Bank van Curaçao COMPLAINT FORM

en Sint Maarten

Please use this form to tell us about your complaint. If you are not sure about anything – or have difficulties filling in this form – please contact the office of the Centrale Bank van Curaçao en Sint Maarten (CBCS) at (599 9) 434-5500 (Curaçao location).

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| You can download this form from our website (<http://www.centralbank.cw/complaint-forms>) and e-mail it to info@centralbank.cw. Or you can fill it in on screen, print it and post it back to us. |

GENERAL INFORMATION

Please give us your details in the 1st column and details of anyone complaining with you in the 2nd.

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| First name(s) |  |  |
| Surname |  |  |
| Address (include postal) |  |  |
| Phone number |  |  |
| E-mail |  |  |

If someone is complaining on your behalf (*e.g.,* a lawyer or relative), please give us their details.

|  |  |
| --- | --- |
| Name of institution |  |
| Surname |  |
| Address (including postal) |  |
| Phone number |  |
| E-mail |  |

If someone is complaining on behalf of a business, charity, or trust, please fill in these details.

|  |  |
| --- | --- |
| Name of institution |  |
| Address (including postal) |  |
| Phone number |  |
| E-mail |  |

ABOUT THE COMPLAINT

Details of the supervised entity which you have a complaint against.

|  |  |
| --- | --- |
| Name of institution |  |
| Address (include postal) |  |
| Contact person or department |  |
| Phone number |  |
| E-mail |  |

The kind of financial product or service you’re complaining about.

|  |  |
| --- | --- |
| Name and type of product or service |  |
| Any reference number (*e.g,.* your account; loan number; claim number) |  |

Please describe in detail what the complaint is about.

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Additional questionsday month year

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* When did the service or transaction you’re complaining about take place?

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| --- | --- | --- |
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* When did you first complain?

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* Have you received a final written answer regarding your complaint? Enter Y or N

If YES, please enclose a copy of the **most recent letter** received.

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* Has there been any court action relating to your complaint? Enter Y or N

If YES, please enclose copies of relevant paperwork.

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* I hereby grant permission to the CBCS to submit my complaint Enter Y or N

(including my personal information) to the supervised entity I am complaining about.

OPTIONAL

Attachments enclosed when filing the report with the CBCS.

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CONTACT

Curaçao St. Maarten

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Disclaimer

The CBCS considers it important to receive complaints, tips, and signals from the public regarding supervised institutions. However, the CBCS cannot mediate on your behalf or determine whether your complaint is well-founded. Any report or complaint will be taken seriously and properly reviewed. The CBCS cannot provide a direct personal solution for your situation. Since the CBCS is bound by confidentiality, the CBCS cannot give feedback on the signals and complaints filed with the CBCS.