

## Overview Banqup SA Branch Offices

Banqup SA is licensed by the [National Bank of Belgium](#) as payment institution, pursuant to the Law of 11 March 2018 on the statute and supervision of payment institutions and electronic money institutions, access to the business of payment service provider and to the activity of issuing electronic money, and access to payment systems.

Banqup SA has passported this license via freedom of establishment into the countries listed below, pursuant to chapter 16.1 of the aforementioned law.

Country	Branch Address	Contact	Register	Complaints Authority
Belgium (Head office)	Avenue Reine Astrid 92A 1310 La Hulpe Belgium	<a href="mailto:info.payments@banqup.com">info.payments@banqup.com</a>	National Bank of Belgium (identification number: 0649.860.804) European Banking Authority	<p><b>OMBUDSFIN – Ombudsman in financial services North</b> Gate II Koning Albert II-laan 8, box 2 1000 Brussels Telephone: +32 2 545 77 70 Email: <a href="mailto:ombudsman@ombudsfin.be">ombudsman@ombudsfin.be</a></p> <p>In case of consumers: <b>General Directorate for Oversight and Mediation (Algemene Directie Controle en Bemiddeling) of the Federal Public Service – Economy, SMEs, the Self-Employed &amp; Energy</b> North Gate III Koning Albert II-laan 16, 3rd floor 1000 Brussels Telephone: +32 2 277 54 84 Email: <a href="mailto:eco.inspec.fo@economie.fgov.be">eco.inspec.fo@economie.fgov.be</a>.</p>

Czech Republic (Branch)	Jeseniova 2829/20 Žižkov 130 00 Praha 3 Czech Republic	<a href="mailto:office.cz@banqup.com">office.cz@banqup.com</a>	Czech National Bank (registration number 14384302)	<b>Czech Trade Inspection Authority</b> (consumer). In the Czech Republic, there is no system for resolving disputes in relations between businesses. Authority Štěpánská 567/15, 120 00 Prague 2 Telephone: +420 222 703 404 Website: <a href="https://www.coi.cz/">https://www.coi.cz/</a>
Denmark (Branch)	Hedelykken 2-4 2640 Hedehusene Denmark		Danish FSA (registration number: 22312)	<b>The Danish Financial Complaint Board</b> St. Kongensgade 62, 2. , DK-1264 Copenhagen K Telephone: +45 35 43 63 33 Email: <a href="mailto:sek@fanke.dk">sek@fanke.dk</a> Website: <a href="https://fanke.dk/en-front/">https://fanke.dk/en-front/</a>
Estonia (Branch)	Veerenni 40a 10138 Tallinn Estonia	<a href="mailto:teenindus.ee@banqup.com">teenindus.ee@banqup.com</a>	Finantsinspektsioon (registration number: 16262334)	<b>Consumer Protection and Technical Regulatory Authority - Consumer Disputes Office</b> Munga 18, 50088 Tartu Telephone: +372 735 0222 Email: <a href="mailto:hm@hm.ee">hm@hm.ee</a> Website: <a href="https://ttja.ee/en">https://ttja.ee/en</a>
France (Branch)	3-5 Bd des Bouvets, 92000 Nanterre France	<a href="mailto:sales.fr@banqup.com">sales.fr@banqup.com</a>	ACPR (the register does not list foreign payment institutions and electronic money issuers licensed to operate via a branch)	<b>Autorité Des Marchés Financiers (AMF) Médiateur</b> 17, place de la Bourse - 75082 Paris Cedex 02 Telephone: +33 1 53 45 60 00 Website: <a href="https://www.amf-france.org/fr/le-mediateur">https://www.amf-france.org/fr/le-mediateur</a>
Germany (Branch)	Hanauer Landstr. 291a 60314 Frankfurt Germany	<a href="mailto:office.de@banqup.com">office.de@banqup.com</a>	Bafin (the register does not list foreign payment institutions and electronic money issuers licensed to operate via a branch)	<b>Bafin: Federal Financial Supervisory Authority</b> Graurheindorfer Straße 108 53117 Bonn Telephonel: + 49 (0)228 4108-0 Email: <a href="mailto:poststelle@bafin.de">poststelle@bafin.de</a> Or:  <b>Conciliation Board of the German Federal Bank</b>

				Postfach 11 12 32 60047 Frankfurt/Main Wilhelm-Epstein-Strasse 14 60431 Frankfurt am Main Telephone: +49 (0)69 9566-33232 Email: <a href="mailto:schlichtung@bundesbank.de">schlichtung@bundesbank.de</a> Website: <a href="https://www.bundesbank.de/de/service/schlichtungsstelle">https://www.bundesbank.de/de/service/schlichtungsstelle</a>
Greece (Branch)	Ellis 1 17235, Dafni Greece	<a href="mailto:office.gr@banqup.com">office.gr@banqup.com</a>	Bank of Greece (no unique registration number)	<b>Bank of Greece</b> 21 El. Venizelos Str., GR 102 50 Athens Telephone: +30 210 320 1111 Website: <a href="https://www.bankofgreece.gr/en/main-tasks/supervision/credit-institutions/complaints-to-the-bank-of-greece">https://www.bankofgreece.gr/en/main-tasks/supervision/credit-institutions/complaints-to-the-bank-of-greece</a>
Hungary (Branch)	Alíz utca 3 (Office Garden IV Office Building) 1117 Budapest Hungary	<a href="mailto:office.hu@banqup.com">office.hu@banqup.com</a>	MNB (identification number: 27548404)	<b>Financial Arbitration Board (FAB)</b> Krisztina körút 39, 1013 Budapest Telephone: +36-80-203-776 Email: <a href="mailto:ugyfelszolgalat@mbn.hu">ugyfelszolgalat@mbn.hu</a> Website: <a href="https://www.mnb.hu/en/hungarian-financial-arbitration-board">https://www.mnb.hu/en/hungarian-financial-arbitration-board</a>
Italy (Branch)	Via Pietro Paleocapa 1 20121 Milan Italy	<a href="mailto:info@digithera.it">info@digithera.it</a>	Banca d'Italia (identification number: 11859530963)	<b>ABF - Banking and Financial Ombudsman</b> Telephone: 800 196 969 - Option 1 Web portal: <a href="https://www.arbitrobancariofinanziario.it/abf/contatti/index.html">https://www.arbitrobancariofinanziario.it/abf/contatti/index.html</a>
Latvia (Branch)	Lielmaņi, k 1, Mārupe Mārupes pagasts Mārupes novads LV-2167, Latvia	<a href="mailto:office.lv@banqup.com">office.lv@banqup.com</a>	Latvijas Banka (registration number: 40203331328)	<b>Ombudsman of the Finance Latvia Association</b> Telephone: +371 67284562 Email: <a href="mailto:ombuds@financelatvia.eu">ombuds@financelatvia.eu</a> Website: <a href="https://www.financelatvia.eu/en/ombudsman/">https://www.financelatvia.eu/en/ombudsman/</a>

Lithuania (Branch)	Senasis Ukmergės kel. 2 Užubalių k., LT-14302 Vilniaus r. Lithuania	<a href="mailto:office.lt@banqup.com">office.lt@banqup.com</a>	Lietuvos Bankas	<b>Central Bank of Lithuania</b> (The Lithuanian Ombudsmen does not hold any specific mandate relating to ADR in fields such as consumer protection or investments.) Gedimino pr. 6, LT-01103 Vilnius Telephone: +370 800 50 500 Email: <a href="mailto:info@lb.lt">info@lb.lt</a> Website: <a href="https://www.lb.lt/en/sfi-disputes-between-consumers-and-financial-market-participants">https://www.lb.lt/en/sfi-disputes-between-consumers-and-financial-market-participants</a>
Luxembourg (Branch)	Rue de Windhof 10A 8360 Goetzingen Luxembourg	<a href="mailto:sales.lu@banqup.com">sales.lu@banqup.com</a>	CSSF (registration number: Z00000025)	<b>Commission de Surveillance du Secteur Financier (CSSF)</b> 283, route d'Arlon L-2991 Luxembourg Email: <a href="mailto:reclamation@cssf.lu">reclamation@cssf.lu</a> Website: <a href="https://www.cssf.lu/en/client-complaints/">https://www.cssf.lu/en/client-complaints/</a>
Netherlands (Branch)	Albert Einsteinweg 4 8218 NH Lelystad Netherlands	<a href="mailto:info.payments@banqup.com">info.payments@banqup.com</a>	De Nederlandsche Bank (registration number: R190230)	<b>KiFID - Klachteninstituut Financiële Dienstverlening</b> Postbus 93257 2509 AG Den Haag Telephone :(+31) 070 - 333 8 999 Email: <a href="mailto:consumenten@kifid.nl">consumenten@kifid.nl</a> Website: <a href="https://www.kifid.nl/formulieren/">https://www.kifid.nl/formulieren/</a>  Or: <b>The Dutch Authority for the Financial Markets (AFM)</b> <a href="https://www.afm.nl/en/consumenten">https://www.afm.nl/en/consumenten</a>
Poland (Branch)	Al. Jerozolimskie 123a 02-017 Warsaw Poland	<a href="mailto:office.pl@banqup.com">office.pl@banqup.com</a>	KNF (KRS number: 0000906618)	<b>Banking Ombudsman of Polish Bank Association (ZBP)</b> ul. Z. Herberta 8, 00-380 Warszawa Telephone: (0-22) 48 68 180 Email: <a href="mailto:pawel.pniewski@zbp.pl">pawel.pniewski@zbp.pl</a> Website: <a href="https://zbp.pl/">https://zbp.pl/</a>

				Or: <b>Court of Arbitration at the Polish Financial Supervision Authority</b> <a href="https://www.knf.gov.pl/dla_rynku/sad_polubowny_przy_KNF">https://www.knf.gov.pl/dla_rynku/sad_polubowny_przy_KNF</a>
Portugal (Branch)	Avenida de Liberdade 110 1269-046 Lisbon Portugal	<a href="mailto:office.pt@banqup.com">office.pt@banqup.com</a>	Banco de Portugal (registration number: 5845)	<b>CACCL - Lisbon Consumer Conflict Arbitration Center</b> Rua dos Douradores, nº 116 - 2º 1100 - 207 Lisbon Portugal Telephone: (+351) 218 80 70 30 Email: <a href="mailto:juridico@centroarbitragemlisboa.pt">juridico@centroarbitragemlisboa.pt</a> Website: <a href="http://www.centroarbitragemlisboa.pt/">http://www.centroarbitragemlisboa.pt/</a>
Romania (Branch)	10 Coriolan Brediceanu City Business Center Building D 5th floor Room Nebula 300011 Timișoara Romania	<a href="mailto:office.payments.ro@banqup.com">office.payments.ro@banqup.com</a>	BNR (no unique registration number)	<b>Alternative Banking Dispute Resolution Centre (ABDR- CSALB)</b> Sevastopol, no. 24, 2nd floor, sector 1, Bucharest Telephone: 021 9414 Email: <a href="mailto:office@csalb.ro">office@csalb.ro</a> website: <a href="https://csalb.ro/en/">https://csalb.ro/en/</a>  <b>National Authority for Consumers Protection</b> Telephone: +4021.312.12.75 Email: <a href="mailto:cabinet@anpc.ro">cabinet@anpc.ro</a> Website: <a href="https://anpc.ro/">https://anpc.ro/</a>
Slovakia (Branch)	Nádražná 1958 900 28 Ivanka pri Dunaji Slovakia	<a href="mailto:office.sk@banqup.com">office.sk@banqup.com</a>	NBS (registration number: 53912101)	<b>Slovak Banking Association (SBA)</b> Mýtna 48, 811 07 Bratislava - Staré mesto, Telephone: 02/57 205 309 Email: <a href="mailto:institutars@sbaonline.sk">institutars@sbaonline.sk</a> Website: <a href="http://institutars.sk/">http://institutars.sk/</a>
Spain (Branch)	Calle Musgo 3	<a href="mailto:office.es@banqup.com">office.es@banqup.com</a>	Banco de Espana (registration code:	<b>Market Conduct and Claims Department</b>

	28023 Madrid Spain		6918)	<b>(Banco de España)</b> C/ Alcalá, 48, 28014 Madrid Telephone: (34) 91 338 8830 Email: <a href="mailto:conducta.mercado@bde.es">conducta.mercado@bde.es</a> Website: <a href="https://www.bde.es/bde/en/secciones/servicios/Particulares_y_e/Servicio_de_Recl/">https://www.bde.es/bde/en/secciones/servicios/Particulares_y_e/Servicio_de_Recl/</a>
Sweden (Branch)	Box 43 121 25 Stockholm-Globen Sweden		Finansinspektionen (registration number: 64057)	<b>National Board for Consumer Disputes (ARN)</b> Box 174, 101 23 Stockholm Telephone: 08 508 860 00 Email: <a href="mailto:arn@arn.se">arn@arn.se</a> Website: <a href="https://www.arn.se/">https://www.arn.se/</a>
UK (Subsidiary)	843 Finchley Road, London, NW11 8NA UK		FCA (registration number: 764056)	<b>Financial Ombudsman Service</b> Telephone: 0800 023 4567 (+44 20 7964 0500 from outside UK) Email: <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a> Website: <a href="https://www.financial-ombudsman.org.uk/consumers/how-to-complain">https://www.financial-ombudsman.org.uk/consumers/how-to-complain</a>