



MANGOPAY

Reporting a complaint

MANGOPAY wishes to offer you the best quality of service.

However, in the event of dissatisfaction of MANGOPAY's services, we invite you to contact us.

1. First resort: Complaints service of MANGOPAY S.A.

Any complaint can be addressed to the Complaints service.

- **By post to the following address:**

MANGOPAY S.A.
Complaints service
2, Avenue Amélie
L-1125 Luxembourg

- **By electronic means at the following address:**

complaint@mangopay.com

In order to ensure an efficient and rapid processing of your complaints, we ask you to specify your identity, your contact details, your account number and the subject of your complaint.

Within 10 working days at the latest, following receipt of your complaint, you will receive an acknowledgment of receipt of your complaint, unless a response can be provided within this period.

Within 15 working days, following receipt of your complaint, a written response will be provided to you. However, this period may exceptionally be extended to 35 working days, following receipt, if additional research must be carried out.

2. Second resort: Management of MANGOPAY S.A.

If the obtained response from our Complaint service does not meet your expectations, you can contact the management of MANGOPAY S.A. by post at the below address:

MANGOPAY S.A.
Management
2, Avenue Amélie
L-1125 Luxembourg

Thank you for indicating in your letter, the reference mentioned on the response that you will have received by our Complaint service.



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3. Third resort: Commission de Surveillance du Secteur Financier

Finally, after contacting MANGOPAY's management, if you remain dissatisfied with the response provided, you can use the out-of-court complaint resolution procedure with the Commission de Surveillance du Secteur Financier (CSSF). Your request must be submitted within one year after the first submission of your complaint to MANGOPAY.

You will find the form on the CSSF website:

https://www.cssf.lu/wp-content/uploads/files/Formulaires/Reclamation_111116_EN.pdf

You can also send a letter to the following address:

Commission de Surveillance du Secteur Financier
Département Juridique CC
283 route d'Arlon
L-2991 Luxembourg