



## Informing the consumer about the possibility of resolving disputes out of court

In the event of disputes between the consumer and the bank arising from the provision of payment services, the maintenance of a non-payment account, the acceptance or return of a one-time deposit, the provision of consumer credit, the provision of investment services, the transfer of funds and the use of electronic means of payment, contact the Office of the Financial Arbiter, with its registered office at Legerova 1581/69, 110 00, Prague 1. More information can be found at [www.finarbitr.cz/cs/](http://www.finarbitr.cz/cs/)

Alternatively, it is possible to file a complaint with the Czech National Bank as a supervisory authority. The Czech National Bank has its registered office at Příklad 28, 115 03, Prague 1. More information can be found at [www.cnb.cz](http://www.cnb.cz)

If the contractual documentation was concluded online. An online dispute resolution portal set up by the European Commission can be used. More information at [www.ec.europa.eu/consumers/odr/](http://www.ec.europa.eu/consumers/odr/)

Your Sberbank