

Claims and Complaints Code

Procedure for Handling Customer Claims and Complaints for all services provided by the company Maccorp Czech s.r.o., ID 28205189, address 28. října 767/12, 110 00 Praha 1, Czech Republic.

1. Claims and complaints can be submitted in following ways:
 - in person by filling the Record of Claim or Complaint, this record can be submitted at any of our branches; the list of our branches and necessary form will be provided on request
 - by letter sent to the address Maccorp Czech s.r.o., 28. října 767/12, 110 00 Praha 1, CZ
 - by email on info@forexchange.cz.
2. A claim is defined as the client's request of correction of a situation that the client considers to be defective. If a client requests a special kind of correction, it must be expressed in the claim submission. A complaint is notification of the client about true or supposed violation of customer's rights and interests or violation of law or regulations by the exchange office or the employees of the exchange office.
3. Claim or complaint can client submit in person or somebody on his or her behalf at any of our branches. The person responsible for claims and complaints submissions is any cashier. In this case the client must fill and submit a Claim and Complaint Record. By signing this record, the client confirms the data and declarations he or she provided. A copy of signed form will be provided to the client by the cashier.
4. A claim or complaint (submitted at the branch, by e-mail or by mail) must contain precise specification of the transaction and its defects - so the subject of the claim or complaint is clear. If this is missing, the additional information or documents proving the defects will be required.
5. As a part of the claim or complaint, the client must provide his or her personal data obligatory – full name and the email or postal address where the final decision must be delivered.
6. The crucial date for claim or complaint handling is the date of the submission of the Claim and Complaint Record (if submitted in person) or the date of delivery by e-mail or by mail.
7. The exchange office decides about the claim and complaint without necessary delay, in the period given by the applicable law. The decision will be delivered by e-mail preferentially. If the client did not state the e-mail address, the decision will be delivered by mail to the postal address. The exchange office will follow the same procedure if the complaint is declined or it is declined as not legitimate. If the client did not state the e-mail address or postal address, the decision will not be delivered. If the exchange office accepts the claim or complaint, the correction will be executed in 30 days after submission.
8. The client has the right to submit proposal to solve the conflict incurred by the financial services (cash exchange services, payment service Cash Advance or other payment services) to the Office of Financial Arbitrator, address Legerova 69, 110 00 Praha 1, www.finarbitr.cz, tel.: +420 257 042 070, data mail box ID: qr9ab9x, email: arbitr@finarbitr.cz. For other non-financial services the client has the right to submit proposal to solve the conflict to the Czech Trade Inspection Authority, address Štěpánská 15, 120 00 Praha 2, www.coi.cz, tel.: +420 296 366 360, data mail box ID: x7cab34.
9. The client has the right to submit complaint to the Czech National Bank, address Na Příkopě 28, 115 03 Praha 1.