

Information sheet

Form for complaint regarding improper PostFinance Pay transactions

This information sheet provides guidance on completing the "Complaint regarding improper PostFinance Pay transactions" form. The information in the following sections relates to the sections of the same name on the form.

The "Complaint regarding improper PostFinance Pay transactions" form is to be used **only in relation to improper transactions**. Please note that we can accept complaints in written form only within 30 days of delivery of the notification (account statement, debit notifications, etc.) (see Subscriber Conditions for PostFinance Pay for shoppers).

In the event of a complaint **where there is no suspicion of improper use**, please contact the **merchant directly**. The next steps in the procedure and key information are set out at the end of this information sheet.

Customer / account details

Please indicate the number (IBAN) of the account on which you have noticed one or more improper PostFinance Pay transactions. You should also enter your first name and last name here.

Description of loss event

The form contains space for you to write your own description of the loss event. If there is not enough space, you can provide further information on the back of the form. This section of the form is **mandatory**.

List of improper PostFinance Pay transactions

Please list all transactions you wish to complain about here. You should provide the following details for each transaction: date, location, merchant/online merchant, original amount and amount debited. If there are not enough fields available for the improper transactions, more transactions may be entered on the back of the form.

Signature

The original copy of the form must be signed once you have completed all pages. The account holder or an authorized person must sign the form.

Next steps

After receiving the complaint, we will assess the case carefully. We may require additional information from you for this purpose (e.g. invoice receipts, information about the acceptance point, etc.).

In certain cases, our enquiries may last several months, as we have to contact the relevant bank or acceptance point.

Important information

If the PostFinance Pay service has not yet been blocked, please contact PostFinance's Customer Center immediately on the following telephone numbers:

- For private customers calling from Switzerland: 0848 888 710 (max. CHF 0.08/min. in Switzerland)
- For private customers calling from abroad: +41 58 667 99 85 (international rate for the telecom provider)
- For business customers calling from Switzerland: 0848 888 900 (max. CHF 0.08/min. in Switzerland)
- For business customers calling from abroad: +41 58 667 97 39 (international rate for the telecom provider)

For security reasons, we do not communicate with our customers via e-mail. We will therefore always contact you by post or telephone.

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