



REPUBLIC OF CYPRUS



Ministry of Energy, Commerce and Industry

CONSUMER COMPLAINT FORM

(financial sector issues)

Complaints related specifically with issues of financial nature (e.g. banking and insurance services) should be submitted using this form. If the complaint relates to a different issue, please submit the [general complaint form](#) of the Consumer Protection Service instead of this form.

Instructions:

- 1) Please ensure that your statement is complete.
- 2) For complaints involving contracts signed by two or more consumers, all of them need to sign this complaint form.
- 3) Send the completed form and the supporting documents via one of the following ways:
 - (a) regular post to the address:
*Ministry of Energy, Commerce and Industry
 Consumer Protection Service
 1421 Nicosia, Cyprus*
 - (b) fax at +357 22 200975
 - (c) email at ccps@mcit.gov.cy (please sign and scan the form before submitting it via e-mail)

A. Consumer(s) Information

(If the complaint is lodged by more than one persons, please attach a list with the personal information of all the persons concerned)

Name and Surname:

Address:

Tel.:

Fax:

E-mail:

Date of Birth:

(a copy of the identity card or a copy of the passport page showing biographical information should be submitted)

Your profession when signing the contract:

(evidence of your professional activity should be submitted)

B. Company or Trader Information against whom the complaint is lodged

Company/Trader Name:

Address:

Tel.:

Fax:

E-mail:

Website:

C. Description of the complaint

(Please write a clear description of the complaint. Attach additional pages, if necessary.)

CONSUMER PROTECTION SERVICE

Postal address: 1421 Nicosia, Cyprus | e-mail: ccps@mcit.gov.cy | website: www.consumer.gov.cy



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Consumer Helpline: **1429**

D. Legal basis of the complaint

(If possible, please indicate what, in your opinion, is the legal basis of the complaint and which legislative provisions are breached.)

E. Background of the complaint

(Please describe chronologically, if possible, the events and facts of the case which led to this complaint. Attach additional pages, if necessary.)

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F. Communications and other actions

(Please provide information about any communication between you and the company/trader and/or third parties e.g. other government authorities, lawyer etc. as well as any actions undertaken either by you or other parties.)

G. Have you proceeded or do you plan to proceed to any court action relating to the complaint?

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H. Supporting documents

(Please attach to this form one copy of the supporting documents in your possession, e.g. sales contract, credit agreement, correspondence, receipts. Please do not send any originals.)

List of documents attached:

1. A copy of the identity card or a copy of the passport page showing biographical information
2. Evidence of your professional activity
3.
4.
5.
6.
7.

PLEASE READ THE FOLLOWING BEFORE SIGNING

The Consumer Protection Service collects your personal information only to the extent needed for the investigation of your complaint and will not be used for any other purpose. Please note that if deemed necessary for the investigation of your complaint, your data will be shared with the person against whom you file the complaint.

It is also noted that you have the right to request access to this data, as well as to object to its processing. Should you wish to exercise any of your rights regarding your personal data, please e-mail us at: ccps@mcit.gov.cy.

You may find more information on how we process your personal data on our website: www.consumer.gov.cy.

In view of the above, I hereby authorise the Consumer Protection Service of the Ministry of Energy, Commerce and Industry of the Republic of Cyprus to use my personal data contained in this document as well as in the enclosed documents for the exclusive purpose of investigating this complaint. The information provided is true and accurate to the best of my knowledge.

I acknowledge that the provisions of the laws enforceable by the Consumer Protection Service provide the Service with the legal power to examine only violations of the consumer protection legislation, which affect consumers in general, and not the power to oblige traders to compensate or indemnify consumers.

Signature:

Date:

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