

Classification: PUBLIC

Complaint Process – CAB Europe B.V.

If You Have a Complaint, Please Let Us Know

At CAB Europe B.V. we aim to provide excellent service to our customers. However, we know that sometimes things can go wrong and that you may have cause to complain. If you have a complaint, please let us know at your earliest convenience.

An acknowledgment will be sent within 5 business days of receipt. We will further respond and address your concern within 15 days in total from the date of receipt.

Please include the following information when contacting us:

- Your account details.
- As much information about the complaint as you can provide.
- Whether there are any actions that you would like us to take to resolve your complaint.

How to Make a Complaint

You can also email your complaint directly via the Contact Form on our website
<https://cabpaymentseurope.com>

By Letter

You can write to us at: CAB Europe B.V.
Gustav Mahlerplein 2, 1082 MA Amsterdam, Netherlands.

By Phone

You can call us on +31 (0)20 899 6518 Monday to Friday 9am to 5pm (CET) excluding public holidays.

In Person

You can make a complaint when meeting any employee of CAB Europe B.V.