



# Centrale Bank van Curaçao en Sint Maarten

## Complaint form

### Why this form?

A complaint is an expression of dissatisfaction by or on behalf of a complainant regarding a product or service offered by a financial institution that obtained a license, dispensation or exemption from the *Centrale Bank van Curaçao en Sint Maarten* ('CBCS'). A complaint can only be filed with the CBCS after the complainant has filed a complaint with the financial institution. The complainant can be a natural or legal person and must have an interest in the complaint.

A complaint can be filed by submitting this form to the CBCS. If you have any uncertainties or difficulties filling out this form, please contact the office of the CBCS at (599 9) 434-5500 (Curaçao location). You can submit this form (including the required documents) at the office located in Curaçao or Sint Maarten or e-mail this form to [info@centralbank.cw](mailto:info@centralbank.cw).

### General information

#### Information complainant

	Mr.	Mrs.	Ms.
Initials			
Surname			
Address			
Telephone number			
E-mail			

#### Information authorized representative (if applicable)<sup>1</sup>

	Mr.	Mrs.	Ms.
Initials			
Surname			
E-mail			

#### Company information (if applicable)<sup>2</sup>

Company name	
E-mail	

<sup>1</sup> If you are filling out this form as an authorized representative (e.g. a lawyer or a family member), include here your contact information.

<sup>2</sup> If you are filing this complaint on behalf of a company, include here the contact information.

## The complaint

Name institution	
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Subject of the complaint:

Handling of a complaint	License fee
Costs of a credit (APR)	Opening a bank account
Other costs of a product or service	Retirement benefit
Mortgage	Transfer
Information provided regarding a product or service	Insurance bonus
Integrity of an employee	Insurance settlement
Interest penalty	Other:

Describe your complaint in detail:

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### ADDITIONAL QUESTIONS

1. When did the incident you are complaining about take place? ... / ... / ....
2. When did you file your first complaint with the institution?<sup>3</sup> ... / ... / ....
3. Have you received a final written answer regarding your complaint? Yes No
4. Has there been any extrajudicial procedure regarding your complaint (e.g. mediation)?<sup>4</sup> Yes No
5. Has there been any court procedure regarding your complaint? Yes No

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<sup>3</sup> N.B. You can only file a complaint with the CBCS after you filed a complaint with the institution. For more information, see the document 'The complaint procedure of the CBCS'.

<sup>4</sup> Mediation can be done by Fundashon pa Konsumidó or another kind of mediator.

## REQUIRED DOCUMENTS

Required documents when filing your complaint with the CBCS:

Copy of complaint submitted to the institution (*view additional questions 2*).

All correspondence with the institution (*view additional questions 3*).

If applicable - All documents regarding the extrajudicial procedure (*view additional question 4*).

If applicable - All documents regarding the court procedure (*view additional question 5*).

## SIGNATURE

I hereby grant the CBCS permission to share my complaint (including my personal information) to the institution that I am complaining about.

I declare that I have read the complaint procedures of the CBCS.

I have attached all required documents to this complaint form.

I declare to have filled out this complaint form truthfully.

Date     ... / ... / ....

## CONTACT

Curaçao  
Simon Bolivar Plein 1  
Willemstad, Curaçao  
Telephone: (599 9) 434-5500  
Fax: (599 9) 461-5004  
E-mail: [info@centralbank.cw](mailto:info@centralbank.cw)

Sint Maarten  
Walter Nisbeth Road 25  
Pondfill Philipsburg, Sint Maarten  
Telephone: (1721) 542-3520  
Fax: (1721) 542-4307  
E-mail: [info@centralbank.cw](mailto:info@centralbank.cw)