

Channels for submitting complaints

- **Phone Line**
0800 50 000 & 038 620 620
- **Email**
sherbimiperkliente@bpbbank.com
- **Postal Address**
St. UÇK no.153, Pristina 10000, Kosovo
- Lodging of complaints in person in any branch of BPB
- By presenting in person in Head Office, Street UCK no. 153, Pristina, Kosovo.

Receipt of the Complaint

BPB will confirm the receiving of the complaint through the same communication channel that you made the complaint, also informing for the receipt number of your complaint.

Time Lines

BPB will respond to you within 15 calendar days from the day when you receive the acknowledgment of receipt of your complaint from the bank. If the complaint was received on a day off, the following working day shall be considered as the first day of analyzing the complaint. You will receive the response from the bank through the same communication channel as the complaint was submitted, but in case you prefer any other channel, then the bank will respond to you in that way.

For complex issues we will explain to you on time the reason for the delay and we'll keep you fully informed regarding details of your case.

Additional Information

In case you consider that the response of the bank did not address your complaint, then you will be informed also for the other steps you may take regarding resolution of the complaint.

You have right to appeal against the resolution to:

- Central Bank of Kosovo;
- Other public authority or alternative dispute resolution mechanism, if relevant;
- File a lawsuit before a court.



Banka e vendit tënd