Complaints Submission Form

Please complete the following fields to ensure the optimal handling of your complaint:

If you are representing a third party, kindly complete the details of the person you represent and attach the following documents:

1. Relevant Authorisation (the original signature should be certified by the Citizen's Service Center, Police Department or gov.gr);
2. Passport or Identity Card

Contact Details

Name/Company's Corporate Name (For Legal Entities):

Surname:

Tax Identification Number:

Address:

Telephone Number:

Mobile Number:

Email:

Complaint Topic:

◯ Complaints for settlement or payment of debts
◯ Request for the delivery of documents
◯ Complaints in relation to the debt amount
◯ GDPR related issues /Transfer of personal data
◯ Complaints in relation to legal actions
◯ Complaints in relation to Portfolio sales
◯ Complaints in relation to Platforms issues (e.g. Platforms of Laws 4738/2020, 4745/2020, Gefira I/II Platforms)
◯ Complaints about issues related to Laws 3869/2010 and 4605/2019
◯ Complaints about issues related to Law 3758/2009
◯ Complaints about issues related to Code of Conduct (Law 4224/2013)
◯ Complaints about the Company's staff and third parties' behavior
◯ Complaints about delays in request handling
◯ Other

Please describe your request in detail:

You may also attach any material relevant to your complaint.
Means of Communication:

Please inform us of your preferred method of reply.

◯ My email
◯ My address

☐   I am fully aware of the legal provisions regarding false statements
       and I hereby certify that all data included in this Complaints
       Submission Form is complete and accurate, and that Cepal Hellas is
       entitled to verify such data at its own discretion.

Signature

Date