



Customer Complaints Manager

If you as a customer are not satisfied with our service, it is important that you contact us to let us know about your experience. In such case, the Customer Complaints Manager at Coeli Frontier Markets will handle your matter.

The Customer Complaints Manager is to be contacted in writing. Describe your case and what you are dissatisfied with. You will shortly receive a written confirmation that we have received your case and if necessary, we will ask questions in order to investigate your matter in the best way. A decision about compensation or rejection will be notified in writing.

If you do not accept Coeli Frontiers Markets decision, you can contact Konsumenternas Bank- och finansbyrå for advice. You can also have your case reviewed by Allmänna reklamationsnämnden (ARN). You can read more at www.konsumenternas.se or www.arn.se.

Send your complaints to:

Coeli Frontier Markets AB
Customer Complaints Manager/Klagomålsansvarig
Box 3317
103 66 Stockholm

Or:

klagomalsansvarig@coeli.se