

# How do I make a complaint?



We're sorry that you're not happy with our service. We'll do our best to put things right when you get in touch.

## Here's the easiest ways you can make a complaint:

### Write to us by **E-mail**



[Email us](#) and provide as much detail as possible when submitting your complaint, it will help our advisors when investigating your complaint.

### Speak to customer service by **phone**



Want to speak to someone via phone? You can reach customer services on [+45 \(0\) 35 25 80 80](tel:+45035258080)  
Monday-Friday: 8:00 - 19:00  
Saturday: 08:00 - 13:00

### Reach out to us on **social media**



Message us via one of our social media platforms. Our platforms are monitored between the hours of 08:00 - 18:00 Monday-Friday

## What you can expect next:

We'll send an acknowledgement with your complaint with a case reference number to your preferred contact email address within a week of receiving your complaint. We may also contact you on the details you provided if we need more information to help us better understand your concerns.

Again, we are very sorry for your inconvenience. We will do our very best to resolve your issue.