

Contact Form 1

For insurance, banking and investment issues



Customer 2 * required fields

Surname *

First names *

Street Address

Postal code

Locality

Phone during office hours *

E-mail

What is your concern 3

Insurance issue 3 Please fill in the details in this section

Insurance company *

Number of claim

Number of insurance policy

Date of insurer's decision

Type of claim or policy *

Who took the insurance?

I did

Someone else did it

Date of loss/damage/injury

Name and phone n. of person handling your case

Banking issue 4 Please fill in the details in this section

Bank *

Office

Name of person handling your case

Product or service in question

Securities issue 5 Please fill in the details in this section

Investment firm or fund management company * Office

Name of person handling your case

Product or service in question

Instructions for filling out the form

- 1** Please read the instructions before you fill in the form.
You can only use the space made available on each line. Anything in excess of the line will not be visible in the printout.
There are instructions for each section of the form, and you can access them by clicking the relevant icon in the margin. To close the instructions, click the little square in the upper corner of the box.
Do not forget your signature!
Before filling in the form, it would be advisable to read the instructions for appeal at www.fine.fi
The FINE site also includes the statutory (as per Section 10 of the Personal Data Act) description of the personal data files used for the customer data by the FINE Ombudsman Services and the Insurance, Banking and Securities Complaints Boards.
- 2** If the customer is under age or otherwise legally incompetent, please give the contact details of the guardian or other person or body representing the interests of the customer.
NB! If you act on behalf or as the representative of another person, you must always include a power of attorney from that person, authorising you to attend to the issue. Due to the secrecy provisions, we need the power of attorney to get the information needed.
Please give the phone number with area code.
- 3** Please indicate the type of your insurance policy (line of insurance): does your question relate, for example, to a household insurance policy or a car, third party liability, legal expenses insurance or a private accident insurance policy?
The policy number or insurance contract number is printed on your policy documents. The claim number is normally marked in the insurer's decision on the claim.
Please give the dates in the form dd.mm.yyyy.
- 4** To fill in the "Product or service in question" box, you should specify your concern or problem: is it, for example, a bank card, bank transfer, loan, guarantee or deposit issue?
- 5** To fill in the "Product or service in question" box, you should specify your concerns: is it, for example, a securities dealing, investment advice, investment fund or fund management issue?
- 6** If the issue is about the insurer's decision on a claim, please describe briefly what happened or what type of accident it was. If the question is about another dispute or inquiry related to an insurance contract, please explain briefly why and to what extent you are dissatisfied with the contents of the insurance contract or other similar matter, or specify your inquiry in more detail.
If the question is about a banking or securities issue, please explain why and to what extent you are dissatisfied with the operation of the bank, investment service or fund management company. If your concern is related to a particular product, please give its name.
You should give your grounds and own opinion as to why the insurance company, bank, investment service company or fund management company should compensate you and pay what you claim.
In the "Claims" box, you should give details of the costs or expense items you are claiming. Give the claims in terms of euro.
- 7** Due to secrecy provisions, FINE cannot take up a banking, insurance or securities issue, or obtain any information from the bank or insurance company unless you have given your authorisation.
The personal ID number is needed for the bank, insurance company, investment service or fund management company to identify your data for their reply.
- 8** The form must be signed by the legally competent customer or the guardian or other person or body acting on behalf of a legally incompetent customer. FINE cannot take up a case without the signature.
Please give the dates in the form dd.mm.yyyy.
- 9** If the case concerns, for example, a family member, estate and guardianship, or a company/entity where you are not authorized to sign, you need an authorization from the person or entity on whose behalf you handle the matter (principal). Ask the principal you represent to fill in and sign this contact form and mark you as an agent or attach the authorization form.