



Internal Complaints Channel “Whistleblower channel”

As part of its work to comply with regulatory requirements, FinPay has established an internal Complaints Channel to which all employees, managers, customers, suppliers or third parties who consider that they have managed to detect any breach of current regulations or an incident to the regarding a corporate culture for which the Entity works on a day-to-day basis, both in the workplace and in the field of personal relationships among the entire community that makes up FinPay.

Our Complaints Channel is operational 24 hours a day, every day of the week. Communications are received confidentially and guaranteeing anonymity, whenever the complainant requests it.

The possibility of being able to detect and thus communicate potential breaches in the ordinary sphere of the Entity is a priority that we at FinPay want to give priority to.

Our development philosophy aims to be based on honesty and clarity, thus configuring an ethical culture among all employees, managers, customers, suppliers and third parties that participate in our activity.

Our objective is to act in accordance with the established regulations and ensuring the progress of our Entity in its work of providing added value to the financial field and to our clients.

If you wish to notify the Department of Regulatory Compliance of any non-compliance or incident that may entail a breach within our regulations, you can contact Cumplimiento@finpay.es . The people in charge will proceed to process any communication received within the guidelines established for each case, informing the interested party whenever necessary to obtain more information or communicate the resolution of their complaint.

EVERYONE'S RESPONSIBILITY IS OUR WAY TO PROGRESS.

Note: The Complaints Channel is not a means of communication for claims of any kind. Its functionality is not that of a Customer Service Channel, for this you can go to the Customer Service assigned to attend to claim requests.
