

Would you like to lodge a complaint?

Handelsbanken takes complaints very seriously. They give us a chance to correct errors or misunderstandings that may have arisen, and help us in our continuous efforts to improve and develop.

Instructions

1. Contact your branch

Your first point of contact when making a complaint should be the person who initially helped you with the matter, or the manager of your local bank branch.

2. Review of the Bank branch's decision

For a review of the Bank branch's decision, please contact the Bank's complaints officer via klagomal@handelsbanken.se or Handelsbanken, Complaints Officer, SE-106 70 Stockholm.

Complaints received

One of the Bank's complaints officers will respond to your query. You will either receive a response to the complaint within three days, or a confirmation of receipt stating a date on which you can expect a response. The Bank's goal is that all complaints are responded to within 14 days.

3. Review of Handelsbanken's decision

If you would like to review the Bank's decision, you may wish to contact one of the following independent organisations or authorities.

The Swedish National Board for Consumer Disputes

The National Board for Consumer Disputes (ARN) is a government agency tasked with being an independent resolution body for disputes between consumers and businesses. A submission to the Board must be made in writing. Certain value thresholds and time limits must be met for the Board to try the case. For more information, visit arn.se.

Judicial review in a court of law

Both businesses and consumers are able to have their case heard in a court of law. Further information on the process can be found at domstol.se.



Additional information and advice

For further information and advice, please contact the Swedish Consumers' Banking and Finance Bureau and the Swedish Consumers' Insurance Bureau via konsumenternas.se. You can also contact the Swedish Consumer Agency via konsumentverket.se, or the consumer helpline of your local municipality.