

# Coinbase Financial Services Europe Ltd

## Complaints Information

We are committed to providing quality and professional service to you as our customer. If you have previously reached out to our Customer Service Team about an issue, and you find that you have an issue that has not been resolved to your satisfaction, Coinbase offers a formal complaint process. We want to ensure that you are satisfied with our service.

If you do not have an existing case, we ask that you work with [Coinbase Support](#) first to resolve your issue before submitting a complaint to the Coinbase Customer Complaint Resolution Process.

### Submit an official complaint

Send your complaint using our [complaint form](#).

Make sure to include:

- Your Coinbase Support Case Reference
- Detailed information about the cause of your complaint
- How you would like the issue resolved to your satisfaction
- Your rationale for the requested outcome

Alternatively, you can send us your complaint by emailing us at [support@coinbase.com](mailto:support@coinbase.com).

### Help us resolve your complaint sooner

- Make your complaint as soon as possible
- Reply promptly if we ask you for more information
- Keep copies of all relevant documents, such as letters, emails and notes of conversations with us

### What happens next?

Once we receive your complaint, we will send an acknowledgement via email within five days and provide you with a unique reference number.

Our Complaints Resolution Officer will endeavour to provide you with a written decision addressing the issues raised in your complaint or information as to your further options via the email address associated with your account, no later than two (2) months from submission. If we are unable to provide you with a response within two (2) months from

submission, we will inform you of the reasons for the delay and indicate the period of time within which we will respond, noting that this will not exceed three (3) months from submission. In some circumstances we may need to contact you for further clarification to your submission, and will do our best to respond promptly.

If our Complaints Resolution Officer is unable to resolve your complaint within three (3) months from submission, or you are not satisfied with the response, you can contact the Financial Ombudsman Service:

The Financial Ombudsman of the Republic of Cyprus  
15 Kypranoros  
1061 Nicosia  
Cyprus

Telephone: 00357 22 848 919

Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

Website: <https://www.financialombudsman.gov.cy>