

Complaints Handling

VIALET aims to provide high-quality services and fair customer treatment.

If you are dissatisfied with our services or believe that your rights have been violated, you have the right to submit a complaint.

How to Submit a Complaint

You may submit a complaint free of charge using one of the following channels:

- **Email:** complaints@vialet.eu
- **Post:** UAB VIA Payments, Konstitucijos av. 7, Vilnius, Lithuania
- **In-app / website chat** (where available)

Complaints must be submitted in writing and should include:

- your name and contact details;
- a description of the issue;
- your claim or request (if applicable);
- any relevant supporting documents.

Complaints Handling Process

Once your complaint is received:

- we will acknowledge receipt within 5 business days (unless the issue is resolved immediately);
- we will investigate the complaint objectively and impartially;
- complaints are handled free of charge.

Time Limits

A final response will be provided within 15 business days from receipt of the complaint. In exceptional circumstances, where additional investigation is required, the response period may be extended up to 35 business days. In such cases, you will be informed of the reasons for the delay.

If You Are Not Satisfied With Our Response

If you are not satisfied with our final decision, you have the right to refer your complaint to the [Bank of Lithuania](#).

Bank of Lithuania Dispute Resolution

Address: Totorių g. 4, LT-01121 Vilnius, Lithuania

Phone: +370 800 50 500

Website: <https://www.lb.lt/gincu-sistema>

Additional Information

Complaints are handled in accordance with applicable Lithuanian laws and regulatory requirements, including the Law on Electronic Money and Electronic Money Institutions and the Rules for the Handling of Complaints by Financial Market Participants.