

99118007029000

Complaint against companies in the financial services sector

Heruntergeladen am 15.07.2025

<https://fimportal.de/xzufi-services/6000295-99118007029000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99118007029000
Leistungsbezeichnung I	Complaint against companies in the financial services sector
Leistungsbezeichnung II	Complaint against companies in the financial services sector
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	

Modul	Sachverhalt
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	• § 4 Gesetz über die Bundesanstalt für Finanzdienstleistungsaufsicht (FinDAG)
Teaser	You find that a decision of a company in the financial services sector, for example a bank, a building society or an insurance company, is incorrect? You can complain about this decision to the Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht/BaFin).
Volltext	You find that a decision of a company in the financial services sector, for example a bank, a building society or an insurance company, is incorrect? You can complain about this decision to the Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht/BaFin). BaFin is neither an arbitration board nor a court. It therefore does not make binding decisions on individual legal cases. You can only submit complaints there about a possible maladministration in a company in the financial services sector.
Erforderliche Unterlagen	• written complaint, online form if applicable • Copies of documents that help to understand the matter (for example, contracts, statements, insurance policy, correspondence) If your complaint is against an insurance company or a bank, you can use the corresponding online complaint forms.
Voraussetzungen	• The company concerned must be subject to supervision by the Federal Institute. • The complaint must not concern statutory health insurance, accident insurance, pension insurance or municipal compensation for damages. • It must not be a request for general legal advice.

Modul	Sachverhalt
Kosten	• Procedural fee: none • Expenses (e.g. for postage, telephone calls and representation)
Verfahrensablauf	You can file the complaint by letter, fax or e-mail. The Federal Financial Supervisory Authority (BaFin) recommends submitting the complaint in writing, as it requires copies of the essential documents. BaFin provides online forms for this purpose.
Bearbeitungsdauer	
Frist	none
weiterführende Informationen	
Hinweise	
Rechtsbehelf	non applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	