

Making a Complaint

PingPong is committed to providing high-quality products and services, and we genuinely value your feedback.

Before lodging a formal complaint, we encourage you to contact our Customer Support Team via live chat, phone, or email. In many cases, we can resolve issues quickly and fairly at this stage.

If our Customer Support Team is unable to resolve the issue to your satisfaction, this page explains how you can make a formal complaint. We are committed to handling complaints in a fair, transparent, and timely way.

There is **no charge** for making a complaint to us.

How to make a complaint

You can contact our Complaints Handling Team in any of the following ways:

- **Email:** support@international.pingpongx.com
- **Live chat:** available via the PingPong web portal

When submitting your complaint, please include:

- Your name
- Your client ID or other identifying information (if applicable)
- How you would like us to contact you (e.g. phone or email)
- Details of your complaint
- What outcome you are seeking

What to expect after lodging your complaint

- Once we receive your complaint, we aim to acknowledge it promptly. If you contact us by phone, we may acknowledge your complaint verbally. In other cases, we will usually send a written acknowledgement, taking into account your preferred method of communication where possible.
- We will review and investigate your complaint and aim to resolve it as quickly as possible.
- We may contact you if we need further information.
- We aim to provide a final response within 30 calendar days, explaining our decision, the reasons for it, and any actions taken.
- If your complaint is particularly complex or there are circumstances beyond our control, it may take longer than 30 days. If that happens, we will keep you updated and let you know when you can expect a final response.

If you are not satisfied with our response, you may request the intervention of the Commission de Surveillance du Secteur Financier (CSSF), which offers an out-of-court complaint resolution procedure.

Before submitting a complaint to the CSSF, you must first have attempted to resolve the matter directly with us.

You can submit your request to the CSSF within one year of submitting your complaint to PingPong EU.

The CSSF complaint can be filed either:

- by filling in the online complaint form where all relevant documents can be attached: <https://reclamations.apps.cssf.lu/index.html?language=en>
- or by sending the completed complaint form (PDF): <https://www.cssf.lu/en/Document/request-for-out-of-court-complaint-resolution-with-the-cssf/>
 - either by mail to the following address:
Commission de Surveillance du Secteur Financier
Département Juridique
283, route d'Arlon
L-2991 Luxembourg
 - or by email to the following address: reclamation@cssf.lu

For more information, please refer to the following address: <https://www.cssf.lu/en/customer-complaints/>

Data protection complaints

If your complaint relates to how we have handled your personal data, please contact our Privacy Team directly rather than raising it through our standard complaints process above.

EU data protection enquiries: dpo@pingpongx-eu.com

We aim to respond within one calendar month of receiving your enquiry. Where a complaint is complex or involves multiple requests, this period may be extended by a further two months; if that applies, we will let you know within the first month, together with the reasons for the delay.

You have the right to lodge a complaint with a data protection authority at any time - you do not need to contact us first or wait for our response.

EU customers: the Luxembourg National Commission for Data Protection (CNPd) at cnpd.public.lu, or your local data protection authority in your EU country of residence

For more information on how we collect and use your personal data, please read our [Privacy Notice](#).