



PAY

Complaints Handling

Our first value is the customer and we highly value each of you. If you have any complaint regarding our services, employees or products, please process as detailed below. We will try our best to reply to your message as soon as possible, in accordance with our Complaints Handling Policy, and will provide an official response within 15 business days.

How to make a complaint?

Please send an email to complaint@neuralpay.io indicating the following information:

- Date of the incident
- Method of communication with us
- How was the complaint dealt with
- Name of the contact person you dealt with
- Your name and surname
- Phone number
- Email address
- Complaints details

If you are not satisfied with our official response, you can seek further assistance through the *Arbitro Bancario Finanziario*. This service is independent and supported by the Italian government to assist individuals in disputes with financial institutions. If a resolution is still not reached, you may ultimately take the matter to court. Neural ID Pay will document the advice provided during the process in the complaint file and will classify the case as ‘Investigated but not resolved’ if the issue remains unresolved.

To contact the *Arbitro Bancario Finanziario*, clients are advised to “file a complaint” using the following link:
<https://www.arbitrobancariofinanziario.it/presentare-ricorso/index.html?com.dotmarketing.htmlpage.language=1>

Arbitro Bancario Finanziario

Website: [ABF Complaints](#)

Phone: 800 196 969

Email: milano.abf.segreteriaticnica@bancaditalia.it

Address: Via Cordusio, 5, 20123 Milan, Italy

Neural ID Pay S.R.L

*Corte Savorgnan 6, 33100 Udine, Italy
OAM Registration n°PSV111*



More information on the *Arbitro Bancario Finanziario* can be obtained by visiting <https://www.arbitrobancariofinanziario.it/homepage/index.html>

For any questions about this process, feel free to contact us at support@neuralpay.io