KBC Securities Services complaints handling form

Have a complaint about the services provided by KBC Securities Services?

If you are a customer (or want to become one) and you have a complaint about the services provided by KBC Securities Services, you can send a written complaint to the relevant complaints department.

For KBC Securities Services this is:
E-mail
customersupport@kbc.be
Address
KBC Securities Services Customer Support (VEF) – Havenlaan 2 – Avenue du Port – 1080 Brussels

Please include all necessary details in your complaint. Once we have received it, we will send you an acknowledgement of receipt. We will then launch a preliminary investigation and, if possible, provide a rough idea of when you should expect a response. How quickly this takes place depends on the complexity of the issue and whether we need to check our records (including log files).

The handling of complaints is supervised by the Complaints Handling Officer for KBC Securities Services. They have access to all the details of the file and ensure that your complaint is answered adequately and within a reasonable period of time.
Any questions about this handling procedure should be sent to the direct e-mail address: complaints_securitiesservices@kbc.be.
The response to your complaint will include a clear justification of the position taken.

If you do not agree with the response, you are free to submit your complaint to the Ombudsman in financial conflicts, either by post to North Gate II, Boulevard du Roi Albert II 8 box 2, 1000 Brussels, by fax to + 32 (0)2 545 77 79, or by e-mail to ombudsman@ombudsfin.be.
The procedure for involving this independent ombudsman service is free of charge and is described at www.ombudsfin.be. You can also choose to take your complaint to the competent court, though this may entail certain costs.