

Mortgage loan

If you have a complaint about a mortgage loan, we advise you first of all to contact the complaints department of the credit provider/credit intermediary in question.

If your complaint is not resolved through that channel, you can contact Ombudsfm, the [Ombudsman for financial matters](#), who will assume the role of impartial mediator between you and your credit provider/credit intermediary.

You can also address your complaint to the [FPS Economy, SMEs, Self-Employed and Energy \(FOD Economie/SPF Economie\)](#). As supervisory authority, it will examine your complaint and, where necessary, take action. Please note that the FPS Economy cannot intervene between you and your credit provider/credit intermediary, nor can it inform you of the results of its assessment.

Source URL: <https://www.fsma.be/en/mortgage-loan>