How to Complain

We want to put things right when something goes wrong.

1. About the OneMAI platform (groups, scheduling, reminders, features)
   We handle these.
   Email: Hello@joinonemai.com

2. About payments, e-money or your account
   These services are provided by UAB ConnectPay, an Electronic Money Institution (licence No. 24, Bank of Lithuania), which handles these complaints.
   You can:
   - Send your complaint to us. We forward it to ConnectPay the same working day.
   - Contact ConnectPay directly:
     - By post: Algirdo str. 38, 03218 Vilnius, Lithuania
     - By email: send an email to support@connectpay.com
     - By phone, 24/7: +370 666 44600 or +356 279 22875
   - Read their full process: connectPay complaint policy
   - What to include:
     - Your name (and company name for business accounts), address and contact details
     - The date of your complaint
     - What happened and which of your rights or interests were affected
     - What you are asking for
     - Any supporting documents. If someone is complaining on your behalf, include proof of authorisation.

Complaints to ConnectPay must be in English or Lithuanian.

How long it takes
You get a reply within 15 business days. If the case is complex, you will receive a written explanation of the delay, and the final answer will come within 35 business days.

Time limit for consumers
Individuals should complain within 3 months of becoming aware of the problem to keep the right to use the Bank of Lithuania's out-of-court process. You can still complain later.

If you are not satisfied

- Bank of Lithuania dispute settlement (individuals only, free, non-binding): apply within 1 year of your complaint to ConnectPay. Toll-free line: +370 800 50 500.
- Bank of Lithuania supervisory complaint (individuals and businesses), if you think financial regulations were breached.
- State Data Protection Inspectorate, for personal data issues.
- Courts of Vilnius, for any customer.