

**Tárgy:** [FIN2026-5201] Ruszin Zsolt / Wise  
**Feladó:** Ombudsfin <process@ombudsfin.compman.be>  
**Dátum:** 2026.06.04. 12:25  
**Címzett:** zsolt.ruszin@fairconto.hu

For the attention of Ruszin Zsolt

We confirm receipt of your letter, which we read through.

We would like to inform you that we will not be examining your request any further for the following reason:

*The subject matter of the request does not fall under the disputes for which Ombudsfin is competent.  
Ombudsfin is not the supervisory authority for financial institutions, but the FSMA is.*

Please find below the contact details of the service to whom you may submit a complaint:

- FSMA

<https://www.fsma.be/en/contact>

Ombudsfin's decision not to further examine your request is in accordance with Ombudsfin's Procedural rules, which are available on our website [www.ombudsfin.be](http://www.ombudsfin.be).

Following your request to handle your complaint, Ombudsfin has created a file in electronic form in which the complaint was saved. Every communication concerning this complaint will be included in the file. The processing of personal data by Ombudsfin is carried out in accordance with the General Data Protection Regulation (Regulation EU 2016/679 of April 27, 2016 on the protection of natural persons with regard to the processing of personal data). More concrete information on how and why Ombudsfin processes your personal data, on how long Ombudsfin keeps them and what rights can be exercised and how to exercise them, can be found in Ombudsfin's Privacy Statement, which can be consulted on our website [www.ombudsfin.be](http://www.ombudsfin.be).

If you so wish, you may request a paper copy of our Procedural Rules and of the Privacy Statement.

Yours sincerely,



**Ombudsfin vzw/asbl • Dienst voor bemiddeling in financiële aangelegenheden - Service de médiation en matière financière**

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You can track your request and respond to it via the MyCompMan portal by clicking the button below, or directly by replying to this email while ensuring that the case number remains in the subject of the message.

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