

Customer Service Point

Customer Service Point (POK) is a place, where you can handle all of your needs related to services provided within the MKA system.

The main Customer Service Point for MKA is located in Krakow at ul. Krakowska 7. We are at your disposal from Monday to Friday between 9:00am and 5:00pm, and on Saturdays between 9:00am and 2:00pm.

The Customer Service Point allows you to:

- Apply for authorization of iMKA Mobile Application
- Apply for and collect your MKA Card
- Link your Customer account with accounts of your family to enable buying tickets and services to all accounts with a single log-on
- Submit a complaint, if a service had not been provided correctly
- Get answers for all your questions related to services and rules of service provision within MKA system

You are welcome to visit us!