

# Complaints management of the Bank Vontobel Europe AG



## Complaint process

The aim of the Vontobel Group is to offer products and services that meet the needs of its clients and their standards. Customer satisfaction is our highest priority. If customers still wish to make a complaint to us, our dialogue with our customers follows in simple steps so that they receive a prompt and transparent reply.

Customers can contact us with their complaints via the following channels:

As a customer of the division Private Clients, your responsible customer adviser is at your disposal as a contact person for all questions, concerns or complaints.

As a buyer of structured products, our colleagues are happy to assist you by calling 00 800 93 0093 00. Alternatively, you can also contact us by email: [zertifikate.de@vontobel.com](mailto:zertifikate.de@vontobel.com).

In principle, all persons may send your complaints by e-mail to [info.de@vontobel.com](mailto:info.de@vontobel.com) or by post to the Compliance Department of Vontobel Europe AG:

Bank Vontobel Europe AG  
Compliance  
Alter Hof 5  
80331 München

## Procedure

The Vontobel Group strives to resolve any type of complaint in a timely manner. Should a complaint not be directly resolvable, we will acknowledge receipt and inform the customer immediately of the contact person or organizational unit.

## Processing

We process each complaint individually and deal with the facts described by the representative clients and carry out the necessary research. In complex cases, it may take more time to deal with the facts or to carry out the necessary research. In such cases, we inform the customers and provide intermediate information.

## Reply of complaint

We author each reply with the details and the results of our investigation and explain, if necessary, the corrective measures we propose to solve the problem.

### **Out-of-court dispute settlement procedures**

The Bank participates in the dispute settlement procedure of the Consumer Mediator of Private Banks ([www.bankenombudsmann.de](http://www.bankenombudsmann.de)). There the consumer has the option of appealing to the private bank's Ombudsmann to settle a dispute with the bank. If the subject of the complaint concerns a dispute over a payment service contract (§ 675f of the German Civil Code), customers who are not consumers may also call the Ombudsmann of private banks. Further details are provided in the "Procedural Regulation for the Settlement of Customer Complaints in the German Banking Industry" which is available on request or on the Internet at [www.bankenverband.de](http://www.bankenverband.de).

The complaint has to be send in text form (e.g. by letter, fax or e-mail) to the Customer Complaints Office at the Bundesverband deutscher Banken e.V., postbox 04 03 07, 10062 Berlin, Fax: (030) 1663-3169, e-Mail: [ombudsmann@bdb.de](mailto:ombudsmann@bdb.de)).