



Complaints management

It is our aim to offer products and services that meet your requirements and the standards you expect. Therefore, our major goal is for you to be satisfied with our performance. Should you be dissatisfied for any reason, our staff will make every effort to find a solution. Our complaints management team will be glad to listen to your concerns and questions at any time – we rely on your feedback to continuously improve our product range and our services.

Filing a complaint

How to contact us

In order to file a complaint, please contact our complaints management team via telephone, e-mail or by post:

Complaints management Wealth Management Austria – Deutsche Bank AG Filiale Wien

Address: Fleischmarkt 1, 1010 Vienna
Telephone: +43 1 53 181 - 0
Fax: +43 1 53 181 - 114
E-mail: beschwerden-wm.austria@db.com

We need the following information from you

In order to be able to examine your complaint and respond to it as quickly and transparently as possible, we would ask you to provide the following information:

- Personal data: Name & contact details
- When did the matter arise.
- Account, product or service that your complaint refers to.
- Description of your concern and how you as a customer are affected.

The complaints handling process in detail

Confirmation of receipt of the complaint

The receipt of a complaint will immediately be confirmed to the customer. Once a complaint has been filed, an initial examination will be performed by our staff.



This is how we will respond

You will receive our written reply including the details and results of our examination. Our aim is to reply to every complaint within 15 working days. Should this not be possible, we will inform you about the reasons for the delay and tell you when you may expect a reply.

What you can do if we are unable to find a mutually acceptable solution

Unfortunately, it may happen on occasions that we are unable to find a solution that is acceptable to you. You may always submit your complaint to another competent body.

Contact details of the arbitration board:

Gemeinsame Schlichtungsstelle der österreichischen Kreditwirtschaft

[Joint Arbitration Board of the Austrian Credit Industry]

Address: Wiedner Hauptstrasse 63, 1045 Vienna

Fax: +43 5 90 900 118337

E-mail: office@bankenschlichtung.at

Website: www.bankenschlichtung.at