



Information on Customer Complaints

MainFirst Bank AG (“MainFirst”) is committed to providing products and services of the highest standards. If, however, our service falls short of your expectations or you would like to share with us any complaint about our products or services, please contact us. It is our policy to respond to complaints and disputes swiftly and to take each complaint seriously.

Submission of Complaints

In the event that you are dissatisfied with the service which you receive, please contact us by email, phone or write to us. Our contact details are:

Email: [compliance\(at\)mainfirst.com](mailto:compliance(at)mainfirst.com)

Phone: + 49 (0) 69 78808 100
Monday to Friday between 9 a.m. and 6 p.m. CET

In written form:

MAINFIRST BANK AG
Compliance
Kennedyallee 76
60596 Frankfurt am Main/ Germany

Handling of Complaints

Your complaint will be handled in accordance with MainFirst’s customer and counterparty complaints policy. MainFirst will provide a copy of its written procedure for handling complaints free of charge upon request or when acknowledging a complaint. This aims to provide clear, accurate and up-to-date information about our complaints-handling process.

Your complaint will be acknowledged promptly to let you know that we have received it and are dealing with it. We will keep you informed of the progress of the measures being taken to resolve the complaint and will provide a substantive response as soon as reasonably possible afterwards. If we need additional information from you in order to investigate your complaint fully, we will let you know.

Once the investigation has been completed, we will notify you whether or not your complaint has been upheld and, in appropriate circumstances, what remedial action or redress we intend to take as a result. We will also notify you of your options, including that you may be able to refer the complaint to an alternative dispute resolution entity or that you may be able to take civil action.

Frankfurt am Main, August 2019