

## Complaints management principles of Raisin Bank AG

### Introduction

Your satisfaction is our top priority. It is important to us to give you the opportunity to express criticism. Raisin Bank AG (Raisin Bank) has set up a complaints office and has measures for complaints management. The aim of our complaints management is to ensure that customer complaints are dealt with appropriately and promptly.

Complaints received are analysed in order to rectify recurring errors or problems. In this way, we aim to ensure a high level of customer satisfaction and long-term customer loyalty.

These principles provide you with an overview of the process of handling your complaints.

### Complaints handling procedure

(1) All (potential) customers - for example individuals or companies – who are affected by a service or business activity of Raisin Bank AG (hereinafter referred to as Raisin Bank) may lodge a complaint.

(2) Complaints management at Raisin Bank is responsible for processing complaints. You can submit complaints to Raisin Bank electronically, in writing or verbally.

Complaints can be addressed directly to the complaints management department of Raisin Bank AG:

#### **Raisin Bank AG**

Complaints management

Niedenau 61 – 63

60325 Frankfurt am Main

Telephone: 004969 / 75 60 98 – 0

[beschwerdemanagement@raisin.bank](mailto:beschwerdemanagement@raisin.bank)

(3) We require the following information to process your complaint:

- Your contact details (name, address, telephone number / e-mail address for queries, if applicable)
- Time of occurrence of the dissatisfaction or your concern,
- the product and / or service to which the complaint relates, as well as (if available) copies of those documents that are useful for understanding the process,
- a description (as detailed as possible) of the complaint or concern (e.g. error correction, suggestion for improvement or clarification of a difference of opinion)
- If you are contacting us in the name of and on behalf of another person, an authorisation to represent this person.

(4) You will always receive confirmation from us that we have received your complaint. If we are able to process the complaint in a timely manner, you will receive a reply instead of the confirmation of receipt. You will receive a reply depending on the complexity of the complaint within a reasonable period of time. The specific duration of the individual processing of a complaint depends in particular on its complexity or the need to involve third parties such as our external service providers.

In principle, we aim to respond within 15 working days at the latest. If this is not possible, e.g. because further investigations are required, you will be informed in writing about the processing status. If we do not accept your complaint in full, you will receive a comprehensible explanation.

## Alternative Dispute Resolution Procedure

If we are unable to find a satisfactory solution for you in our dialogue with you, the customers still have the option of contacting the arbitration centre of the Deutsche Bundesbank or the the arbitration centre of the Federal Financial Supervisory Authority.

The Bank does not participate in dispute resolution proceedings before a private consumer arbitration board. In the event of disputes arising from the application

- (1) of the provisions of the German Civil Code concerning distance contracts for financial services,
- (2) Sections 491 to 508, 511 and 655a to 655d of the German Civil Code and Article 247a § 1 of the Introductory Act to the German Civil Code (Einführungsgesetz zum Bürgerlichen Gesetzbuch – EGBGB),
- (3) the provisions concerning payment service contracts in
  - (a) sections 675c to 676c of the German Civil Code,
  - (b) Regulation (EC) No. 924/2009 of the European Parliament and of the Council of 16 September 2009 on cross -border payments in the Community and repealing Regulation (EC) No. 2560/2001 (OJ L 266, 9.10.2009, p. 11), as last amended by Article 17 of Regulation (EU) No 260/2012 (OJ L 94, 30.3.2012, p. 22), and
  - (c) Regulation (EU) No. 260/2012 of the European Parliament and of the Council of 14 March 2012 laying down technical requirements and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No. 924/2009 (OJ. L 94, 30.3.2012, p. 22), as amended by Regulation (EU) No. 248/2014 (OJ L 84, 20.3.2014, p. 1),
  - (d) Regulation (EU) 2015/751 of the European Parliament and of the Council of 29 April 2015 on interchange fees for cardbased payment transactions (OJ. L 123, 19.5.2015, p. 1),
- (4) the provisions of the Payment Services Supervision Act (Zahlungsdiensteaufsichtsgesetz – ZAG), insofar as they create obligations of electronic money issuers or payment service providers towards their customers,
- (5) the provisions of the Payment Accounts Act (Zahlungskontengesetz) that govern the relationship between a payment service provider and a consumer,
- (6) the provisions of the German Investment Code (Kapitalanlagegesetzbuch), if the consumers are involved in the dispute, or
- (7) other provisions relating to contracts that are banking transactions pursuant to section 1 (1) sentence 2 of the German Banking Act (Kreditwesengesetz) or financial services pursuant to section 1 (1a) sentence 2 of the of the German Banking Act, between consumers and companies supervised in accordance with the German Banking Act

the customer may, in the event of disputes pursuant to nos. 1 to 5, contact the consumer arbitration board established at Deutsche Bundesbank, and for disputes under nos. 6 to 7 to the consumer arbitration board established at the German Federal Financial Supervisory Authority. The rules of procedure of the Deutsche Bundesbank are available at: Deutsche Bundesbank, Wilhelm - Epstein - Strasse 14, 60431 Frankfurt. The Rules of Procedure of the German Federal Financial Supervisory Authority are available at: Bundesanstalt für Finanzdienstleistungsaufsicht, Graurheindorfer Strasse 108, 53117 Bonn.

Furthermore, the customer has the option of contacting the German Federal Financial Supervisory Authority in writing or to have it recorded there at Bundesanstalt für Finanzdienstleistungsaufsicht, Graurheindorfer Strasse 108, 53117 Bonn, Germany, regarding violations by the Bank of the Payment Services Supervision Act, Sections 675c to 676c of the German Civil Code or against Article 248 of the Introductory Act to the German Civil Code.

The European Commission has set up a European online complaint site at <http://ec.europa.eu/consumers/odr/> to set up a European online dispute resolution platform (ODR platform). A consumer can use the ODR platform for the out-of-court settlement of a dispute arising from online contracts with a company established in the EU.

You also have the option of taking your matter to the ordinary courts of law.

### **Other information**

(1) The processing of complaints is free of charge.

(2) The principles for handling complaints are reviewed at regular intervals, but at least once a year, and updated as necessary.