



Genossenschaftliche FinanzGruppe  
Volksbanken Raiffeisenbanken

# **DZ BANK AG guiding principles for dealing with complaints**



**DZ BANK**  
Die Initiativbank

# DZ BANK AG guiding principles for dealing with complaints (guiding principles for complaints)

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## 1 Introduction – our philosophy

As DZ BANK, our aim is always to provide our customers with products and services that suit their needs. Occasionally, it might be the case that our efforts do not completely meet your expectations. These are the very situations in which we would like our customers to contact us. We take all feedback seriously and also view complaints as an opportunity to improve our services and performance, and therefore to respond to your request in a much more tailored manner.

These guiding principles for complaints are aimed at you as (potential) customers of DZ BANK and are intended to provide answers to the following questions:

- Where and how can you make a complaint?
- What is the complaints procedure?
- Other contacts

## 2 Where and how can you make a complaint?

### 2.1 Recipient of the complaint

In order to enable us to assign and process your complaint rapidly, please observe the following points:

- In cases where the matter involves a service provided by one of the Volksbanken Raiffeisenbanken or another sales partner, please contact the respective provider directly.
- If the matter concerns a product or service provided by DZ BANK, please contact your customer advisor. If you do not have a customer advisor or are unsure who they are, please use the following address:

DZ BANK AG  
Platz der Republik  
60265 Frankfurt am Main, Germany  
Tel.: +49 (0)69 7447-01  
Fax: +49 (0)69 7447-1685  
email: [mail@dzbank.de](mailto:mail@dzbank.de)

- Special cases: Securities (Wertpapiere) retail banking:  
We have set up a separate customer service facility for the securities business with retail clients:

DZ BANK AG  
Customer service  
Platz der Republik  
60265 Frankfurt am Main, Germany  
Tel.: +49 (0)69 7447-7035  
email: [wertpapiere@dzbank.de](mailto:wertpapiere@dzbank.de)

## 2.2 Format and content of the complaint

Complaints do not generally need to follow a particular format, i.e. they can be made in writing or over the phone, although we would appreciate it if we could receive them by post or email.

Please be as specific as possible about the nature of your complaint.

For complaints about trading activities in particular, please always quote the WKN or ISIN, if available, as well as any dates and times. If accounts or custody accounts are involved, please always provide the IBAN or custody account number.

Please also provide your contact details (full postal address, email address or telephone number in case of queries) as this will facilitate communication between us.

## 3 What is the complaints procedure?

### 3.1 General information on DZ BANK complaints management

We have set up a qualified complaints management system, which aims to process complaints as quickly as possible in an orderly sequence in the interests of our customers. Fairness is a priority for us in this regard.

In addition, we view complaints as important sources of information: if the evidence suggests there was an error on our part, we will strive to correct this immediately.

The complaints procedure is reviewed at regular intervals. Alongside activities performed by the internal auditing team and the Compliance division, external audits are also carried out by independent auditors, who are to check that the conduct of employees complies with the applicable regulations.

In addition, the Board of Managing Directors of DZ BANK is informed once a year about the complaints procedure, and also about the complaints that have arisen and how they were processed.

All complaints and the measures taken to remedy them are logged and stored in line with the regulatory time periods.

### 3.2 Information on the duration of the complaints process

We always strive to respond to your complaint as promptly as possible. You should receive a full response within three weeks, depending on the complexity of the matter.

As part of the complaints procedure, each issue is reviewed individually in order to thoroughly investigate the cause of the complaint. If appropriate, third parties, e.g. external service providers, are also involved. If this happens, this may extend the processing time in some cases.

For information on the data protection of DZ BANK AG and the processing of your data, please refer to our Website [www.dzbank.de/Datenschutzhinweise](http://www.dzbank.de/Datenschutzhinweise).

## 4 Other contacts

Unfortunately it is not always possible to fully satisfy every wish and request of our customers. As a result, there may be occasions when you disagree with how we processed your complaint or the solution we suggested. In such cases, there are other internal and external contact persons for you to turn to:

#### 4.1 Other contacts at DZ BANK

The Compliance division at DZ BANK is an independent function, which ensures that both the regulatory provisions are complied with and the interests of the customers are given due care and attention:

DZ BANK AG  
Compliance division  
Platz der Republik  
60265 Frankfurt am Main, Germany  
Tel.: +49 (0)69 7447-4086  
email: [compliance.office@dzbank.de](mailto:compliance.office@dzbank.de)

#### 4.2 Other contacts outside DZ BANK

The Bank participates in the dispute settlement procedure of the German Volksbanken Raiffeisenbanken cooperative financial network. Retail clients and corporate customers seeking to settle disputes with the Bank have the option to appeal to the ombudsman for the German Volksbanken Raiffeisenbanken cooperative financial network.

Further details are provided in “Verfahrensordnung für die außergerichtliche Schlichtung von Kundenbeschwerden im Bereich der deutschen genossenschaftlichen Bankengruppe” [Rules of Procedure for Settling Customer Complaints within the German Cooperative Banking Group], which are available upon request. Complaints should be addressed in text (e.g. by letter, fax or email) to:

Kundenbeschwerdenstelle [Customer Complaints Office] at Bundesverband der Deutschen Volksbanken und Raiffeisenbanken (BVR) [National Association of German Cooperative Banks],  
Schellingstr. 4  
10785 Berlin, Germany  
Tel.: + 49 (0)30 2021-0 / direct dial 2021 -1639  
Fax: +49 (0) 30 2021-1908  
Email: [kundenbeschwerdestelle@bvr.de](mailto:kundenbeschwerdestelle@bvr.de)  
[www.bvr.de/Kontakt/Kundenbeschwerdestelle](http://www.bvr.de/Kontakt/Kundenbeschwerdestelle)

If the subject of the complaint concerns a dispute resulting from the scope of application of the law on payment services (Sections 675c to 676c of the German Civil Code (BGB), Article 248 of the Introductory Act to the BGB, Section 48 of the German Payment Account Act (ZKG) and provisions from the German Payment Services Oversight Act (ZAG)), a further option is to lodge a complaint with the Federal Financial Supervisory Authority (BaFin). The rules of procedure may be requested from BaFin. The address is as follows:

Federal Financial Supervisory Authority (BaFin)  
Graurheindorfer Straße 108  
53117 Bonn, Germany.

Lastly, there is also the option to pursue any claims against DZ BANK by judicial process.

We hope these guiding principles have provided you with an overview of the importance we place on complaints at DZ BANK AG and of the procedure we follow when processing them. Please use the options outlined above as and when necessary, because we want to continually improve and forge a successful relationship with you.

DZ BANK AG  
Deutsche Zentral-Genossenschaftsbank,  
Frankfurt am Main  
Platz der Republik  
60325 Frankfurt am Main, Germany

Postal address  
60265 Frankfurt am Main, Germany

Cooperative Banks/Verbund division  
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