

# Complaint process



Our aim is to offer you products and services that meet your needs, delivered to a high standard. If we do not meet your expectations, please tell us. We aim to ensure any concerns you have will be dealt with promptly and fairly.

## How to reach us

Your relationship manager or client service officer is there to deal with any questions, concerns or complaints you raise. Outside of routine meetings, you can contact your relationship manager or client service officer via email, telephone or by post.

You can also send your complaints to [cb.complaints@db.com](mailto:cb.complaints@db.com).

## Information we need from you

To enable us to investigate your complaint fully, please provide us with the following information:

- The date the issue occurred.
- The account, product and service, and our branch/entity relating to the complaint.
- What occurred and how you have been affected.

## What you can expect from us

We will make all reasonable efforts to resolve the matter. If we are not able to resolve your complaint within three days, we will send you a written indication of when you can expect our response.

We aim to respond with the outcome of our investigation within three weeks.

Deutsche Bank AG