

HANDLING COMPLAINTS

We aim to provide you with the best possible service. If, despite this, you have a complaint about a current agreement or transaction, please send your complaint to us:

BY MAIL TO THE FOLLOWING ADDRESS:

BNP Paribas Wealth Management (Luxembourg)
Attention: Compliance Department
46, avenue J.F. Kennedy
1855 Luxembourg-Kirchberg
Luxembourg

BY E-MAIL TO:

contactform@lu.abnamro.com

BY PHONE OR FAX TO:

Tel: +352 2607 - 1

Fax: +352 2607 2999

If you believe that BNP Paribas Wealth Management (Luxembourg) has not offered a satisfactory response or solution to your complaint submitted as detailed above, you can file a complaint with the Bank's regulator the Commission de Surveillance du Secteur Financier (CSSF) in order to obtain an out-of-court resolution with our bank. The CSSF may assist you in order to settle amicably all claims with our Bank. For this purpose, in order to file a dispute resolution request, you may contact the CSSF either (i) by post, addressed to the Commission de Surveillance du Secteur Financier, 283 route d'Arlon, L-1150 Luxembourg or (ii) by e-mail at the following address: reclamation@cssf.lu. Please note that any such filing shall be made within one year following your complaint to us. More information on the out-of-court resolution as well as the text of CSSF regulation 16-07 on out-of-court resolution of complaints can be found on the following link: <http://www.cssf.lu>

As stipulated in its General Banking Conditions and unless agreed otherwise, the relationship between BNP Paribas Wealth Management (Luxembourg) and its clients is governed by Luxembourg law.