



Deutsche Bank Wealth Management
21 Moorfields
London
EC2Y 9DB

Tel: +44 (0) 20 7545 8000

How to make a complaint

You can make a complaint by contacting your Relationship Manager.

Alternatively, you can send your complaint to:

Complaints Officer
DB UK Bank Limited
21 Moorfields
London
EC2Y 9DB
Tel: +44 20 751 2040
E-Mail: dbukbank_complaints@list.db.com

Deutsche Bank Wealth Management makes every effort to ensure that our services are provided to a high standard. So we want to hear from you if you feel that we have made a mistake or treated you unfairly.

We operate a formal complaints handling procedure in line with the requirements of the UK financial services regulator, the Financial Conduct Authority (FCA).

You can raise a complaint to us in writing, in person or over the telephone. We will investigate your complaint fully and impartially, taking account of all relevant information.

We may try to deal with your complaint straight away. If we can resolve your complaint by the end of the third business day after you raised it, and if you have told us that you are satisfied with our response, we will close your complaint after taking any action that we have agreed with you.

If we are not able to close your complaint by the end of the third business day after you raised it we will acknowledge your complaint in writing. Our letter will describe our understanding of your complaint. It will also summarise our complaint handling procedures and tell you who your point of contact will be.

We will aim to resolve your complaint within 8 weeks of receipt. We will write to you to provide an update of progress after 20 business days. We may also contact you in writing or by telephone to ask you for further information to help us with our investigations.

For any Payment related complaint the target is to send out a final response to a client within 15 business days of receipt of the complaint and in exceptional circumstances this may be extended to 35 business days, however in such instances a holding letter will be sent detailing the reasons for the delay

If we are unable to resolve your complaint within 8 weeks we will write to you to explain why the complaint is taking longer. We will also tell you when we expect to bring your complaint to a conclusion. At this stage you may



have the right to refer your complaint to the Financial Ombudsman Service (FOS). We will explain this right to you and provide details of how to contact FOS as part of the letter that we send to you.

Once we have completed our investigations we will provide you with a final, written response. Our final response will explain the outcome of our investigations and the reasons for the decisions we have made. If we are upholding your complaint our letter will also explain the steps we will take to put things right.

If you are dissatisfied with our final response you may be able refer your complaint to FOS. Details of how to do this will be provided with our final response letter.

The FCA also publishes information about how to complain about financial services and products. You can access this via their website at <https://www.fca.org.uk/consumers/how-complain>. The Financial Services Registration Number is 140848.

You can find out more about the Financial Ombudsman Service by visiting their website at www.financial-ombudsman.org.uk