

## Complaint Management

### Complaint process

Our aim is to offer products and services that meet your needs and the standards you expect. Your satisfaction with our services is therefore our highest priority. However, if you would like to make a complaint to us, you can find some information below.

### How to contact us

You can contact us with your complaint in various ways:

- Your relationship manager, as your direct contact at Airbus Bank, will follow up any questions, concerns or complaints you raise during your regular conversations.
- Alternatively, please contact your relationship manager by e-mail, telephone or post.
- Or by e-mail to the central complaint office: [beschwerde@airbusbank.com](mailto:beschwerde@airbusbank.com)

### We need this information from you

To enable us to review your complaint and respond as promptly and transparently as possible, please provide the following information:

- The date on which the issue arose
- Account, product and service to which your complaint relates
- Description of the issue and how it affects you as a customer

If you do not have all the information, please explain the situation as precisely as possible.

### What you can expect

As soon as we receive your message, our central complaint department will deal with your concern. After internal documentation, your complaint will be forwarded to the relevant department. Together with the complaint managers, they will carefully examine and process the matter.

### What we do for you

We process each complaint individually and look into the facts you have described. We carry out the necessary research.

### How we reply to you

You will receive our response with the details and the results of our investigation. If necessary, we will explain to you in detail what corrective measures we propose. We will also be happy to discuss the results with you in person. In principle, we will respond to your complaint in writing within 15 working days of receipt.

If we need more than 15 working days to process your complaint, we will communicate this in good time. Under no circumstances will you receive a response from the complaints management team later than 35 working days.

What other options do you have?

Unfortunately, it may happen that we are unable to find a satisfactory solution for you. You always have the option of filing a civil claim or contacting the following entities with your complaint:

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| <p>Geschäftsstelle des Ombudsmanns der privaten Banken beim Bundesverband deutscher Banken e.V.<br/>Postfach 04 03 07 10062 Berlin<br/>Tel.: +49 (0) 30 1663-3166<br/>Fax: +49 (0) 30 1663-3169<br/>E-Mail: <a href="mailto:schlichtung@bdb.de">schlichtung@bdb.de</a><br/><a href="http://bankenverband.de">http://bankenverband.de</a></p> | <p>Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)<br/>Graurheindorfer Str. 108, 53117 Bonn &amp; Marie-Curie-Str. 24-28, 60439 Frankfurt a. Main<br/>Tel.: +49 (0) 228 4108-0<br/>Fax: +49 (0) 228 4108-1550<br/>E-Mail: <a href="mailto:poststelle@bafin.de">poststelle@bafin.de</a><br/><a href="http://www.bafin.de">http://www.bafin.de</a></p> |
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