

Credit Suisse (Deutschland) AG Complaints Procedure

If you are not entirely satisfied with our services, please let us know as soon as possible. We will aim to put matters right as soon as we can. If possible, we will take all necessary measures to resolve the problem and try to make sure that this problem will not occur again.

To most practical approach to resolve a problem is to reach out to your usual points of contact under the contact data you already have.

Alternatively, you can file a written complaint with Credit Suisse (Deutschland) AG under the following address:

Credit Suisse (Deutschland) AG
Compliance Department
Taunustor 1
60310 Frankfurt am Main

If you are a consumer pursuant to sec. 13 of the German Civil Code (Bürgerliches Gesetzbuch), you can call also file complaints with the Ombudsman for Private Banks (Ombudsmann der privaten Banken), the Federal Financial Supervisory Authority (BaFin) or the German Federal Bank (Deutsche Bundesbank).

1. Ombudsman for Private Banks (Ombudsmann der privaten Banken)

By Mail:

Bundesverband deutscher Banken e.V.
Kundenbeschwerdestelle
Postfach 04 03 07
10062 Berlin

By Phone:

+49 (0)30 1663-3166

By Fax:

+49 (0)30 1663-3169

By E-Mail:

ombudsmann@bdb.de

The procedure, as well as all the relevant information, can be found on the internet at www.bankenombudsmann.de.

2. Federal Financial Supervisory Authority (BaFin)

Pursuant to sec. 4b of the German Federal Financial Authority Act (Gesetz über die Bundesanstalt für Finanzdienstleistungsaufsicht), consumers may contact the Federal Financial Supervisory Authority to file a complaint. For more information about the procedure for complaints, please visit: <https://www.bafin.de>.

Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Straße 108
53117 Bonn
Phone: +49 (0)228 4108-0
Fax: +49 (0)228 4108-1550
E-Mail: poststelle@bafin.de

3. German Federal Bank (Deutsche Bundesbank)

As a consumer mediation body, the German Federal Bank is only formally entitled to handle complaints if none of the aforementioned other mediation bodies is.

Deutsche Bundesbank
-Schlichtungsstelle-
Postfach 11 12 32
60047 Frankfurt am Main

Building address:
Taunusanlage 5
60329 Frankfurt am Main

Phone: +49 (0)69 2388-1907
Fax: +49 (0)69 709090-9901
E-Mail: schlichtung@bundesbank.de
Internet: www.bundesbank.de