

# DEUTSCHE OPPENHEIM

## Family Office

Dear Clients,

We strive to be the reliable partner at your side across our entire service spectrum. Your satisfaction with our services thus is our prime objective.

To allow us to deal with your complaint as quickly and transparently as possible, our dialogue is based on a few simple steps.

This is how you can reach us

You can communicate your complaint through various channels:

- Personally: Directly with your account manager
- Via telephone: Directly with your account manager
- Via email: Write directly to your account manager or to [info@deutsche-oppenheim.de](mailto:info@deutsche-oppenheim.de)
- By mail: Please address your letters to Deutsche Oppenheim Family Office AG, Beschwerdemanagement, Keferloh 1 a, 85630 Grasbrunn, Germany

### **This is what you can expect**

We will deal with your complaint in a timely manner. Should we be unable to solve your issue directly, we will first confirm receipt of your message. We will hereby communicate a contact person and the estimated time required to process your request.

### **This is what we will do for you**

We will deal with your complaint in a timely manner. Should we be unable to solve your issue directly, we will first confirm receipt of your message. We will hereby communicate a contact person and the estimated time required to process your request. As a rule, we will respond to your complaint within 2 weeks of receipt. Should we need some more time for an answer, we will provide you with intermediate information.

Complaints regarding your rights and obligations as a payment service user pursuant to secs. 675c to 676c of the German Civil Code (BGB) or Article 248 of the Introductory Act to the German Civil Code (EGBGB) will generally be answered within 15 working days of receipt of the respective complaint at the latest.

If, in exceptional cases, we do not reply within this period, we will provide information on the reasons and the expected processing time. Your complaint regarding your aforementioned rights and obligations as a payment service user or as regards Article 248 of the Introductory Act to the German Civil Code (EGBGB) will be conclusively answered no later than 35 working days after receipt of your complaint.

### **This is how we will deal with your request**

We will examine your complaint on the basis of our investigations. Our guiding principle is to find a fair solution. You will hereby receive an answer that informs you of the result of our examination. If we are unable to fully meet to your request, we will outline our position to you.

### **Sometimes it takes a third party**

Every now and then, it is unfortunately impossible to find a satisfying solution straightaway. You always have the option of bringing action before civil courts or contacting other bodies as regards your complaint:

### **Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)**

Graurheindorfer Str. 108, 53117 Bonn und

Marie-Curie-Str. 24-28, 60439 Frankfurt am Main

Tel.: +49 (0) 228 4108-0

Fax: +49 (0) 228 4108-1550

E-Mail: [poststelle@bafin.de](mailto:poststelle@bafin.de)

Your Deutsche Oppenheim Family Office AG