

Instructions for Customer Complaints

Danieli Banking Corporation S.A. is greatly concerned to provide high-quality service to its customers. However should you encounter a problem or not be satisfied with the service provided, you may address a complaint according to the following process:

A complaint might be submitted in writing by post, email or fax.

In any event, complaints must clearly indicate your contact details (name, address, e-mail & phone number) and include a brief description of the reasons for the complaint.

1. Address your complaint to our Authorized Management

First report your complaint to our Authorized Management:

Danieli Banking Corporation S.A.
Authorized Management
126, rue Cents
L-1319 Luxembourg

Fax: (+352) 27 1 254 66
E-mail: direction@danieli.lu

DBC will provide you with a written acknowledgement of receipt within 10 business days after receipt of the complaint. This acknowledgment will include the name and contact details of the person handling the complaint.

DBC undertakes to ensure that you will receive a response at latest within 1 month from the date of receipt. If this time frame cannot be respected, DBC will inform you of the reasons for the delay and give an indication as to when the complaint is expected to be resolved.

2. Address your complaint to the Chairman of the Board of Directors

In the event that the response you receive does not meet your expectations you may submit again your complaint in writing to the Chairman of the Board of Directors.

3. Address your complaint to the Commission de Surveillance du Secteur Financier (CSSF)

If you have not received a response or a satisfactory answer within 1 month, you can file a request for an out-of-court complaint resolution, in accordance with CSSF Regulation 16-07, to the following contacts:

Commission de Surveillance du Secteur Financier
Département Juridique CC
283, route d'Arlon
L-2991 Luxembourg

Fax: (+352) 26 25 1 - 2601
E-mail: reclamation@cssf.lu

CSSF's website (<https://www.cssf.lu/en/consumer/complaints/>) provides with the form and other useful information.
