

## Customer complaint process

Danske Bank International (“DBI”) is a financial institution with registered address in the Grand-Duchy of Luxembourg and monitored by the Commission de Surveillance du Secteur Financier (“CSSF”).

DBI is aware of its responsibilities and, in accordance with CSSF Regulation 16/07, hereby discloses its complaints handling procedure relating to the activities for which it is responsible.

Complaints must be sent in writing in English together with supporting documents to:

Legal Department  
Danske Bank International  
BP 173  
L - 2011 Luxembourg  
Telefax: 00352 473078  
Email: r4538leg@danskebank.lu

Complaints must clearly indicate the customer's contact details and include a description of the reason for the complaint.

A representative of DBI will contact you in the following 10 working days and keep you informed about the progress in handling the complaint.

If you are not satisfied with the decision or response given by DBI, you have the possibility to file a request to the CSSF and ask for an out-of-court dispute settlement procedure. See [www.cssf.lu](http://www.cssf.lu).