

# Your complaint

Would you like to review our services or did a mistake occur?

We would be pleased to receive your feedback. Please address your feedback directly to our compliant management, it is glad to be at your disposal. It is your direct contact point , especially in case of further enquiries concerning advisory services . Many things can be solved non-bureaucratic and satisfying that way.

Alternatively please address your complaint in written form to:

Commerzbank Finance & Covered Bond S.A.  
Attn. Complaint Management

Postal address: Boîte Postale 321, L-2013 Luxembourg  
Office Address: 5, rue Jean Monnet, L-2180 Luxembourg

Furthermore, it is your discretion to address your complaint directly for the attention of our management board.

In any case please take care to communicate the following information together with your complaint:

- The reason for your complaint or a description of the identified mistake respectively
- Your contact data (name and address as well as your account number)

We will immediately confirm the receipt of your written complaint and we will take care of an answer as fast as possible, but not later than one month. If in particular cases it takes us more than one month to respond, we will inform you about this.

You have also the possibility to address your complaint to the Commission de Surveillance du Secteur Financier (CSSF) as the responsible entity for the out-of-court complaint resolution.

Your  
Commerzbank Finance & Covered Bonds S.A.