

As of March 2025

Complaint registration form

1. Contact details complainant	
Title	
Name	
First name	
Company	
Postal address	
Account no. (if available)	
Phone	
Fax	
E-mail	

2. Contact details representative (if relevant)	
Title	
Name	
First name	
Company	
Position	
Postal address	
Account no. (if available)	
Phone	
Fax	
E-mail	

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3. Information about your complaint	
Service/product concerned	
Reason for complaint and objective of complaint	
Date and signature of the complaint(s)	

Notice:

In order to ensure that your complaint is processed in a timely and efficient manner, we kindly ask you to complete the above items as accurately as possible and to attach relevant documents or evidence. In particular, we would like to ask you to describe the reason for your complaint clearly and comprehensively.

Furthermore, we kindly ask for your understanding that, for the protection of our clients and in order to maintain banking secrecy, we can only disclose information about the contractual relationships with our clients to third parties if we are provided with proof of proper uthorization. For this purpose, we must insist on the submission of an original power of attorney.bestehen.