

Complaints Management

Flossbach von Storch SE



Flossbach von Storch

COMPLAINTS MANAGEMENT FOR CLIENTS AND POTENTIAL CLIENTS

The satisfaction of our clients is our top priority.

It is therefore important to us to give every client and potential client the opportunity to express criticism.

For this reason, Flossbach von Storch SE has set up a complaints management function which you can contact if you wish to make a complaint or express criticism.

You can send your complaints by post or email to the following address or to your respective client advisor:

Postal address: Flossbach von Storch SE
Bereich Compliance
Ottoplatz 1
50679 Köln
Germany

E-Mail: compliance@fvsag.com

The processing of complaints is free of charge.

A complaint is any expression of dissatisfaction made by a client or potential client to Flossbach von Storch SE in connection with the provision of an investment service or ancillary investment service.

Complaints can be submitted to our complaints department, giving a brief description of the facts and the reason for the complaint and your name, to our complaints management function (Compliance department) or to your client advisor. As soon as we receive a complaint, we will process it immediately. You will receive feedback on your complaint within three trading days of receipt. Should it become apparent that the handling process will take longer due to the complexity of the matter, we will inform you within the above-mentioned period and inform you of the reasons for the delay.

In addition, clients of Flossbach von Storch SE can contact BaFin with complaints in accordance with Section 4b FinDAG. Complaints must be submitted to BaFin by letter, fax or e-mail and should include the facts of the case and the reason for the complaint. The complaint should be addressed to:

Bundesanstalt für Finanzdienstleistungsaufsicht
Graurheindorfer Straße 108
53117 Bonn
Fax: + 49 (0)228 4108-1550
E-Mail: poststelle@bafin.de



Furthermore, Flossbach von Storch SE is a member of the Bundesverband Investment und Asset Management e.V. (BVI) and has undertaken to participate in dispute resolution proceedings organised by the BVI ombudsman's office for investment funds.

The ombudsman's office can be contacted as follows for property law disputes arising from financial services contracts:

Büro der Ombudsstelle des BVI
Bundesverband Investment und Asset Management e.V.
Unter den Linden 42 10117 Berlin
<https://www.ombudsstelle-investmentfonds.de/start/>.

Additionally, you have the option of filing a civil lawsuit.

