



Citco Bank Nederland N.V.
Customer Feedback & Complaints Process

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CITCO

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1. Introduction

Citco Bank Nederland N.V. value the relationship that we have with you. Our service and your experience with us should always be what you expect. Yet sometimes the level of service you expect and what you receive may be different.

When things go wrong as they sometimes do, please tell us and we'll do our best to fix them for you quickly and fairly. We will listen to you and do our best to solve your issue. You will be treated with respect; you will get updates, answers and decisions from us without delay.

2. Giving us feedback

You can give your comments and suggestions to any member of staff. Your comments and suggestions help us to improve our products and services.

If you're not satisfied with any part of our service or products, you can let us know by contacting us in the following ways:

- **Over the Phone:** You may call and speak to your Citco Bank Relationship Manager or client support team.
- **In Writing:** Email us at CBNBankingServicesre@citco.com.

3. Complaints

When handling complaints we will always aim to:

- **Be approachable:** We'll make it easy for you to discuss the issue with us.
- **Listen:** We'll always give your complaint the attention it deserves.
- **Be fair:** We'll deal with you fairly, politely and promptly.
- **Explain:** We'll give you an explanation and apologize if our service hasn't met your expectations or our standards.

If the matter is straightforward, we will try and resolve it for you within 24 hours.

4. We may need time to investigate more complex complaints

4.1 Investigation

Some issues may be complex and we may not be able to solve the problem immediately. If so, we'll write to you within two working days giving you the name of the person dealing with your issue and letting you know when you can expect a full response.

As part of the investigation we may need to contact you to discuss the issue. We aim to settle matters as quickly and as fairly as possible. If we need to carry out a detailed investigation, we'll keep you fully informed throughout the process.

4.2 Resolution

Where a detailed investigation into your complaint is required, we will acknowledge such in writing within two business days and provide a written response on completion of our investigation.

If your complaint relates to a payment service we will write to you addressing all points raised, within ten business days of receipt of your complaint. In exceptional situations, if the answer cannot be given within ten business days, we will write to you no later than thirty business days.

4.3 Confirmation

When we have completed our investigation, we'll send you a letter providing the outcome and our determination.